



Solar Thermal Functional Guarantee

We confide in the quality of our products, and in addition to the mandatory guarantee we offer further additional functional guarantees for the following products:

- Flat plate collectors: 10 years
- Solar storage tanks: 5 years

Guaranteed Properties

Wagner Solar GmbH guarantees both, the function and durability, of the above components, as well as their being free from defects in material and workmanship, if installed and operated under conditions in accordance with the intended use and applications.

The guarantee covers defects of our solar collectors that significantly reduce their performance or structural stability, and it covers enamel or other material defects of our solar tanks.

The warranty period begins on the respective date of manufacture (stated on the type label).

Guaranteed Benefits

The warranty coverage is limited to the amount of the net purchase price of the respective products.

In a warranty case Wagner Solar GmbH will at its own discretion repair or replace the product in question or refund the purchase price.

Additional warranties are not owed. In particular Wagner Solar GmbH does not accept any liabilities for

- Costs arising from new installations and expansions
- System testing
- Packaging and shipping
- Lost profits

No liabilities arise for storm damage and force majeure.

Restrictions and Conditions

A claim under this guarantee can only be made within the warranty period.

To obtain any warranty claims, the following requirements must be met:

- The components and systems were sold as described in the installation instructions and installed by a specialist engineer or technician, observing all relevant technical standards and codes.
- Commissioning and maintenance were performed according to manufacturer's information by an expert technician and are documented by inspection and maintenance records.
- During the design and installation of the system, all relevant standards, codes and technical regulations valid at that time were followed.
- A technically appropriate backside roof ventilation is provided.
- Neither glass breakage nor frost are responsible for the defect, and the installation was not exposed to aggressive substances.
- No damage was incurred during transport, storage and operation.
- The defect was not caused by a third party or force majeure.

A guarantee claim does not extend the above warranty period. The replaced parts or products shall become the property of Wagner Solar GmbH.

Guarantee Claims

To make a claim under this guarantee you must immediately contact the dealer / installer from whom you purchased the above components. The dealer / installer will inform you about how to proceed.

You must make the claim in writing and send it together with a suitable proof of purchase and a description of the defect.

In addition, general business terms and conditions of Wagner Solar GmbH in their current version apply.

Kirchhain in December 2020

