

LIFE TIME WARRANTY CERTIFICATE

Solar Limpets are warranted for 20 years provided the hands-on installer has undergone Solar Limpet training for that roof covering type, is certificated as competent and the installation instructions are complied with in full.
(See full warranty terms over).

DATE



ON BEHALF OF SOLAR LIMPETS

Solar Limpets Limited Product Warranty

Solar Limpets provides a 20 year limited warranty to the property owner covering its roof hooks against material defects and workmanship.

The warranty starts from the date of installation of the Solar Limpets and runs for 20 years from that date.

The installation must have been carried out by a Solar Limpet certificated installer in accordance with our published instructions (as amended from time to time).

The roof must have been surveyed prior to installation as being suitable for a Solar PV installation of the kind that has been installed.

This warranty covers normal use in residential and commercial applications.

If a defect arises, we will at our sole option, repair or replace the Solar Limpet(s). Our site visit costs will not be charged if the claim falls under this warranty (see further below).

What is not covered

Defects that arise from improper use, including lack of maintenance, unauthorised repairs and alterations to the installation. Intentional or accidental damage is also not covered.

Defects that arise from failure by installers or suppliers to follow our training and installation instructions.

Issues that arise because the roof is not suitable for the Solar PV installation of the kind that has been installed.

This warranty only covers the Solar Limpet product and does not extend to consequential losses of any kind.

How to make a claim

Please contact Solar Limpets using the “Contact us” section of our website at www.solarlimpets.co.uk/contact.

Any claim must be notified to us within 14 days of you becoming aware of a warranty claim. We reserve the right to reject any claims made outside this period.

You must provide us with details of the Solar PV installation, the installer and the supplier along with the date of installation and photographs (if possible).

You must not carry out or authorise any work on the affected installation until we have had the opportunity to inspect it (save in case of emergency).

We will arrange for a site visit to inspect the Solar Limpet(s) and then produce a full written report. You shall be responsible for the costs of permitting access for inspection (including scaffolding) at a time to be agreed. We shall provide a quotation for our inspection and report, to be paid in accordance with our payment terms. These costs shall be reimbursed if the claim falls within the scope of this warranty.

If it turns out that the claim does not fall within the scope of this warranty (for example, if the defect arises as a result of incorrect installation), you shall remain liable for our inspection and report costs and it will be your responsibility to cover (or claim from a third party) such costs and any remedial works required.

This warranty does not limit or exclude any rights that may not be limited or excluded under law and, in particular, it does not affect a consumer’s statutory rights. If any part of this warranty is found to be invalid and/or unenforceable, this shall not affect the validity of the remaining part.

This warranty is governed by the laws of England and Wales.