

RRACKS®

YOUR SOLAR INSTALLATION PARTNER

RRACKS™ WARRANTY AND PROVISIONS | 2022



WARRANTY

1 INTRODUCTION

2 TERMS OF WARRANTY

3 EXTENDED WARRANTY

4 WARRANTY EXCLUSIONS

5 PROCEDURE IN THE EVENT OF A WARRANTY CLAIM

WARRANTY INTRODUCTION

RRacks Limited manufactures and sells solar PV mounting and roof protection systems [hereinafter referred to as “goods” “products” or “systems”]. For these goods, RRacks Limited provides the following product warranty to its customers as the direct contractual partner.

This product warranty shall apply to the following racking and roof protection systems:

- Rooftop racking systems including all compression brackets, penetrating brackets and tile hooks
- Ground Mount racking systems, including Aluminium Slot-In rack and Aluminium Clamped Rack (some Hot Dipped Galvanized warranties may vary)
- Adjustable rooftop tripod racking systems
- Cable management systems
- Edge protection and skylight protection systems
- Aluminium walkways and fixings

WARRANTY TERMS OF WARRANTY

RRacks Limited grants a 12-year warranty on all PV racking products and roof protection supplied by us.

If damage occurs despite correct installation and use under normal strain as defined by structural certifications for the products, RRacks Limited will replace the affected damaged components within the warranty period without delay.

This warranty shall transfer from the original buyer to subsequent buyers and/or end users for the remainder of the warranty term, providing the solar system is not relocated or re-installed from its original installation. All claims of warranty must be made with proof of purchase of the goods.

WARRANTY EXTENDED WARRANTY

The warranty term may be considered for extension on a per project basis. Such a warranty extension will require a report on the products to be installed, project location and installation date. RRacks Limited may also request additional environmental assessments of the site and surrounding area to take place at the customer's cost.

Warranty covering the hot-dipped galvanized structures can be negotiated on a project by project basis depending on location, soil, wind and weather conditions.

WARRANTY WARRANTY EXCLUSIONS

A product warranty claim does not apply in the case of damage to the product in the following situations:

- If the product has not been transported, installed, assembled, checked, repaired or operated in accordance with our installation guides or structural certifications
- If the product was not adequately stored prior to installation
- If the product has been installed using dacromat roofing screws, which will be subject to rust and corrosion over time
- If the product has been exposed to extreme environmental impacts and/or locations (lightning, hail, fire, flood, other natural disasters or coastal zones less than 1 km from seashore) vandalism or theft.
- If corrosion has occurred due to metal combinations on site outside of the scope of the mounting system and roof protection products
- If the pre-installation load bearing capacity of the roof structure or ground does not correspond to engineering requirements and/or was not in accordance with applicable technical standards
- If the product has been installed with a combination of components which have not been manufactured and certified by RRacks Limited
- If the product has not been adequately maintained on an annual basis including failure to clean the product, maintain sealing as reasonably necessary, or clear gutters or roof tops as and when required
- The product warranty shall not cover aesthetic defects which are not relevant to the product value and intended use.

WARRANTY PROCEDURE IN THE EVENT OF A WARRANTY CLAIM

If the goods are damaged the customer shall immediately notify RRacks Limited after the damage has been detected. The details shall be reported in writing to RRacks Limited or to our contractual partner. If the customer fails to report the damage in a timely manner, the claims against RRacks Limited under the product warranty will be excluded.

The customer must include in their report of damage to RRacks Limited additional details as requested which will allow RRacks Limited to determine the cause of damage. Additional information should include: the type of product installed, location and date of installation, any modifications made by the customer or end user and a maintenance log for the life of the system. If the customer cannot provide such additional details the warranty claims will be excluded.

If requested, the customer shall send the damaged goods to RRacks Limited at a specified address supplied by RRacks Limited, at the customer's expense.

Any transportation charges for replacement parts returned to the customer will be covered by RRacks Limited and, upon replacement, the damaged goods shall become the property of RRacks Limited

WARRANTY CONTACT DETAILS

For technical questions, please contact us via the following details:

Info: info@rracks.com

Website: www.rracks.com