

SOLARWATT FullCoverage FAQ

What can be insured?

SOLARWATT FullCoverage can be applied to insure all components in the sales and delivery program of Solarwatt up to an installed capacity of 1,000 kWp. The offer is valid in the entire European Union as well as Norway and the United Kingdom (UK). No insurance coverage can be offered in Switzerland. Also eligible for insurance are completely renewed and restored plants with as-new technical characteristics ("repowering").

This includes:

- SOLARWATT Modules
- SOLARWATT Manager flex
- SOLARWATT Battery flex
- Storage solutions from other manufacturers that were bought from Solarwatt
- Inverters
- Wallboxes
- Heating pumps
- Technical peripherals (e.g. substructure, cabling, power optimizer)

IMPORTANT: Modules, batteries, inverters, wallboxes and heating pumps are only insured if they are explicitly declared and named in the customer's insurance certificate.

How is the claim processed?

In the event of an insured damage, the end customer contacts the insurer directly by submitting a claim using the form that is provided with the insurance certificate. An indemnity payment is made directly by the insurer to the end customer.

For how long does the insurance cover apply to your customers?

The insurance cover lasts for 5 years or -optional - 10 years. Please read the following pages to find out the special features that apply to the different terms and types of plants and what type of insurance cover can be offered in your country.

How can your customers obtain the benefits of the insurance cover?

End customers and installers can activate the FullCoverage insurance on the Public Solarwatt Website. **Once registration is completed, an e-mail is sent to the address of the endcustomer specified in the registration process with a request to confirm the data. Only after confirmation of the data can the FullCoverage registration be completed and the insurance coverage activated.** After successful activation, the end customer will receive the insurance certificate by post.

How can the FullCoverage be ordered?

The 5-year FullCoverage policy is free of charge for customers of our glass-glass modules and does not have to be purchased separately. The 5-year FullCoverage policy for glass-foil modules and the 10-year FullCoverage policy can be selected in the activation form. If selected, an invoice is automatically sent to the person in charge of the activation (end customer or installer).

What are the components of the FullCoverage?

1) All-risk insurance (material damage)

The insurer shall provide compensation for unforeseen damage to insured items, their destruction (property damage) and theft, caused for example by: Compensation shall be provided for damage or destruction, in particular due to

- storm, hail, frost, floods, snow pressure.
- short circuit, overcurrent, overvoltage;
- fire, lightning, explosion, implosion, as well as smouldering, glowing combustion, singeing, incandescence (including damage caused by extinguishing, breaking down, clearing or loss as a result of these events);
- operator errors, ineptitude, carelessness;
- malicious acts committed by third parties, sabotage, vandalism;
- strikes, lock-outs;
- design, material or execution errors;
- water, moisture, flood;
- animal bites.

Excess: €250 or €75 for damage to inverters from the manufacturers Fronius, SMA, SolarEdge and StecaGrid within the first 3 years.

2) Loss of earnings insurance

If technical ability to operate of the ready-to-use photovoltaic system is interrupted or impaired as a result of an insured damage at the location of insurance, the insurer will compensate the resulting loss due to interruption.

Compensation: 2 €/kWp/day (April to September) or 1 €/kWp/day (October to March).

Excess: 2 days (compensation claim starts from the 3rd day lost)

3) Minimum yield insurance

If the annual energy yield of the insured photovoltaic system falls short of the forecasted yield by more than 10%, the insurer shall compensate the resulting reduced yield.

Compensation is provided for reduced yields due to:

- a reduced global radiation compared with the economic efficiency calculation;
- defects and internal operation damage on the photovoltaic modules and inverters, including cables.

The insurer shall provide compensation for the difference between the guaranteed annual work and the actual annual work. The compensation limit for the reduced yield coverage per year insured is 50% of the predicted annual energy yield.

Quarterly logging of yield data (meter readings) is a prerequisite for damage coverage.

This list is not exhaustive. Only the insurance conditions are authoritative.

Regulations for the **5-year FullCoverage** policy in individual countries:

What does the FullCoverage insurance for 5 years cost?

The FullCoverage insurance for the first 5 years is borne by Solarwatt and is free of charge for customers of glass-glass modules. For glass-foil modules it costs a one-time fee of 30 €/kWp.



Roof installations: Where and under what conditions can they be insured?

Roof installations can be insured up to 1,000 kWp in the entire European Union (mainland), as well as in Norway and Great Britain (UK). Overseas territories can be insured on a case-by-case basis upon request. Roof plants also include systems on garages and carports or facade systems. Please note the restrictions for roof plants in Italy below.



Ground-mounted plants: Where and under what conditions can they be insured?

Ground-mounted systems up to 250 kWp can be insured in Germany, Austria, Belgium, the Netherlands, Luxembourg, France, Hungary, Sweden and Spain. The plant must be secured through a fence that is at least 2m high and has climbing protection. These plants can be insured at a flat rate and do not require individual requests. Larger open-air plants can be insured upon request. Ground plants are excluded from insurance coverage in Italy.



Smaller ground plants: Where and under what conditions are they insured?

In Germany and Austria, there is insurance cover also for ground systems with an output of up to 15 kWp. However, the plant must be located close to the house, and on an enclosed piece of land. No minimum height is required for the enclosure; access must not be freely possible.

Carport: What is insured?

Carport modules, inverters, storage systems and plant-specific fasteners, cabling, measurement, control and regulation technology and remote surveillance PC, but not the supporting construction.

Regulations for the 10-year FullCoverage policy in individual countries:



In which countries can insurance coverage be taken out for 10 years?

For roof systems in Germany, the Netherlands, Belgium, Sweden, Finland, Norway, France and Austria.

For which types of plants can 10-year insurance coverage be arranged?

For roof plants up to 50 kWp. Ground-mounted plants or ground-mounted plants are excluded.

For the Germany, Austria, Netherlands and Belgium, the limitation on roof plants does not apply. These are insurable up to 1,000 kWp.

What does FullCoverage for 10 years cost?

The costs of the FullCoverage policy with a term of 10 years will be charged to the customer. Please note that there are different prices for the distribution channel Germany and the distribution channels of other business units. Basically, a **minimum flat rate of 400,-- EUR net** plus country-specific insurance tax applies. The included insurance tax is not tax deductible.

Costs for the distribution channel **Germany** (minimum cost flat rate €476 gross)

Without storage system:	21.42 €/kWp (incl. statutory insurance tax, currently 19%)
With storage system:	23.80 €/kWp (incl. statutory insurance tax, currently 19%)

Costs for the distribution channel **BeNeLux, Nordics, France, Austria** (minimum cost flat rate € 400 net)

Without storage system:	23.00 €/kWp (excl. country-specific statutory insurance tax)
With storage system:	25.00 €/kWp (excl. country-specific statutory insurance tax)

Example:

10 kWp plant * 23,80 €/kWp = € 238 < €476. Price = € 476

25 kWp plant * 23,80 €/kWp = € 595 > €476. Price = € 595

Are there types of buildings (on which the plants are installed) for which the insurer does not provide insurance coverage for 10 years?

Yes, for so-called "fire-exposed risks". These are buildings

- of wooden construction or with soft roofing (see the following exception for the Nordics)
- that are used for agricultural or forestry purposes,
- in which an animal farm is located, or
- In which a woodworking operation is located.



What are the specific conditions for the "Nordics":

However, insurance coverage is provided for systems mounted on buildings of wooden construction in Sweden, Finland and Norway, provided they are residential.

This FAQ is for your information only. Only the applicable insurance conditions on which the SOLARWATT FullCoverage is based are authoritative.