

SOLARSTONE

MANUFACTURER PRODUCT WARRANTY



Product Collection:
SOLAR TILED ROOF™

Manufacturer's Limited Warranty Terms STR - 2026.01.EN



Effective from:
1st of January 2026

Romet Roosalu, SOLARSTONE, CEO

GENERAL PROVISIONS

SOLARSTONE hereby confirms that **SOLAR TILED ROOF™** products are manufactured in compliance with the applicable technical specifications and legal acts of the European Union (CE and EN).

This warranty applies solely to the Products manufactured and sold by SOLARSTONE. It excludes the overall solution created using the Products, including any additional materials and equipment, design, installation work, and any related services. Responsibility for construction and/or installation lies exclusively with the party performing the work.

DEFINITIONS

SOLARSTONE is a private Estonian company that manufactures and sells solar roof components globally under company name Solarstone OÜ, business registry code: 12916046, registered address: Arkaadia aed 5, 71004 Viljandi, Estonia.

PRODUCT COLLECTION is a range of SOLARSTONE products belonging to the same series, including BIPV modules, FILLER modules, mounting clamps, ventilation strips, and other products of the same line.

PRODUCT is a physical item belonging to Product Collection.

BIPV MODULE is a building-integrated photovoltaic roof covering material that forms part of the building and roof structure.

PV PANEL is the main component of a BIPV module that converts sunlight into electrical energy, used by SOLARSTONE in its products.

RESELLER is a legal entity recognized by SOLARSTONE as an authorized partner selling SOLARSTONE Products.

SELLER is a legal entity that purchases Products from a Reseller or directly from SOLARSTONE and sells them to the Purchaser. The Seller may be SOLARSTONE if it sells Products directly to the Purchaser.

PURCHASER is the end customer who purchases SOLARSTONE's Products under the sales contract concluded with the Seller and to whom these warranty terms apply.

CONSUMER is a Purchaser who is a natural person and whose purchase of the SOLARSTONE's Products is not related to his/her economic activities.

CONSUMER GUARANTEE is the Consumer's right to file a claim against the Seller arising from the non-conformity of the Products under the applicable legal acts and the sales contract.

PRODUCT WARRANTY is an additional commercial warranty provided by SOLARSTONE to the Purchaser, giving the Purchaser the right to have the product repaired, replaced, or partially compensated within a specified period.

PERFORMANCE WARRANTY is an additional commercial warranty provided by SOLARSTONE to the Purchaser, ensuring that the Product will perform to a defined standard set out in the documentation related to the Product for a certain period.

WARRANTY PERIOD START DATE, for both the consumer guarantees and the commercial warranties, is the date on which the Product was handed over to Purchaser. Proof is provided by the delivery note, handover-acceptance act, or other sales documents. If no such document exists, the warranty start date is deemed to be the date of the invoice or the date of the conclusion of the sales contract. The date of first use of the products shall not be considered the start of the warranty period.

CONSUMER RIGHTS

Mandatory Consumer Guarantee conditions arising from the law apply to the Products. These rights remain valid regardless of any commercial warranties provided by SOLARSTONE to the Consumer, and the provision of commercial warranties does not affect the Consumer's rights under the law or the sales contract.

Claims arising from the Consumer Guarantee must be submitted by the Consumer to the Seller.

COMMERCIAL WARRANTIES

The **Product Warranty** and **Performance Warranty** set out below are **additional and voluntary commercial warranties** provided by SOLARSTONE to the Purchaser of the Product in addition to the Purchaser's rights arising from the law (including the Consumer Guarantee).

20-YEAR PRODUCT WARRANTY

SOLARSTONE guarantees, for a period of 20 years from the Warranty Period Start Date, that the Products are free from significant material and manufacturing defects under normal and proper use, i.e. they substantially comply with the conditions described in the Product's technical documentation, installation and maintenance manuals, or accompanying sales documents.

If the Product exhibits a defect or fault that affects the normal use of the Product, the Purchaser has the right to contact SOLARSTONE. After confirming the defect, SOLARSTONE may choose one of the following solutions:

- replacement of the defective Product,
- partial or complete repair of the defective Product,
- refund of the purchase price of the defective Product, reduced by depreciation (amortization) as follows:
 - a) 10% per year, if the defect occurs within the first 5 years,
 - b) 5% per year, if a defect occurs between the 6th and 10th year,
 - c) 2% per year, if the defect occurs between the 11th and 20th year.

All direct and indirect costs incurred in connection with the exercise of rights under the warranty – including troubleshooting, expert assessment, transport, removal, disposal, or reinstallation of the Product – shall be borne by the Purchaser, not SOLARSTONE.

25-YEAR PERFORMANCE WARRANTY

SOLARSTONE does not manufacture PV panels (laminates) used as components in BIPV modules. In the final product, SOLARSTONE uses PV panels from other manufacturers, which are integrated into SOLARSTONE's patented Click-On™ frame system to create the finished BIPV module.

SOLARSTONE facilitates the Purchaser's access to the linear performance warranty issued by the PV panel manufacturer. The applicable linear performance curve is specified in the Product's:

- the technical datasheet, or
- the sales order, or
- the purchase and/or delivery documents.

If, during the warranty period (i.e. a period of 25 years from the Warranty Period Start Date), the output power of a BIPV module falls below the minimum level specified in the technical documentation, SOLARSTONE will compensate the Purchaser for the power loss in one of the following ways:

- supplying additional BIPV modules (with the power, type, and dimensions available at the time of the claim) to offset the shortfall,
- repairing or replacing the defective Products with products available at the time of the claim,
- paying financial compensation equal to the original purchase price of the defective Product, reduced by depreciation (amortization):
 - a) 10% per year, if the power loss occurs within the first 5 years,
 - b) 2.5% per year, if the power loss occurs from year 6 until year 25.

If a BIPV module is replaced, SOLARSTONE may require the Purchaser to return the defective module to SOLARSTONE free of charge. In such case, the returned module becomes the property of SOLARSTONE.

All additional costs incurred in connection with the exercise of rights under the warranty – including troubleshooting, expert assessment, transport, removal, and reinstallation – shall be borne by the Purchaser, not SOLARSTONE.

An additional precondition for the applicability of the Performance Warranty is that the corresponding warranty claim submitted by SOLARSTONE to the manufacturer of the PV panels is satisfied. SOLARSTONE's liability towards the Purchaser in respect of claims arising from the Performance Warranty is in all cases limited to the extent to which the corresponding claim by SOLARSTONE has been satisfied by the PV panel manufacturer.

EXCLUSIONS AND LIMITATIONS

The Product and/or Performance Warranty **does not apply in the following cases**:

- a) if the installation of the Product was carried out by an installer not certified by SOLARSTONE.
- b) if the installation, usage, or maintenance instructions of the Product have not been followed.
- c) if the Product has been incorrectly installed, connected, removed, or reinstalled.
- d) if the Product has been repaired or modified by a person not authorized in writing by SOLARSTONE.
- e) if the Product has been damaged while in the Purchaser's possession due to reasons beyond SOLARSTONE's control.
- f) if the Product has been used improperly (e.g., excessive wear or damage not consistent with normal use).
- g) if the Product has been improperly repackaged or transported.
- h) if the Product shows minor cosmetic defects (e.g., stains, surface scratches, or color variations) that do not affect its functionality.
- i) if documents proving the purchase or delivery of the Product are missing (including the SOLARSTONE warranty terms valid at the time of purchase or warranty document provided to the Purchaser).
- j) if the Product has been damaged due to weather, environmental factors, or human activity outside normal environmental or usage conditions.
- k) if the Product's serial number or identification label has been altered or damaged.
- l) if the Product has been exposed to salts, chemicals, cleaning agents, or other substances that may damage the Product or reduce its lifespan.
- m) if the damage or power degradation of the Product has been caused by components not supplied by SOLARSTONE to the Reseller or directly to the Purchaser or not expressly approved in writing by SOLARSTONE.
- n) if SOLARSTONE or its authorized partner is not given the opportunity to verify the alleged power loss with appropriate measuring equipment (including lack of access to the site or monitoring software).
- o) if inaccurate, irrelevant, or falsified information is provided in connection with a warranty claim.
- p) if the terms of the agreement with SOLARSTONE, the Reseller, or the Seller have been breached.

REMEDIES AND WARRANTY LIMITATIONS

The remedies available to the Purchaser in the event of Product defects or reduced performance are limited exclusively to those arising from this warranty, the Product sales contract, and mandatory provisions of applicable law.

Repairing or replacement of a single Product does not extend the warranty period for the entire system or other Products.

These warranty terms expressly replace and exclude all other express or implied warranties, including, but not limited to, warranties of merchantability or fitness for a particular purpose, use, or application. Any other oral or written agreements not confirmed in a reproducible written form by SOLARSTONE's management are considered invalid and not binding on SOLARSTONE.

SOLARSTONE shall not be liable for personal injury, property damage, or any other loss arising from or related to the Products, except where required by law.

SOLARSTONE shall not be liable for incidental, indirect, or consequential damages, including production downtime, loss of income, or similar damages. This limitation shall not apply in cases where the damage is caused by SOLARSTONE's intent or gross negligence, or where the law does not permit limitation of liability under the relevant circumstances.

SOLARSTONE's total liability under this warranty is limited to the purchase price paid by the Purchaser for the Product.

CLAIMS AND COMPENSATION PROCEDURE

For commercial warranties (the 20-year product warranty and the 25-year performance warranty), the Purchaser must submit a written complaint to SOLARSTONE within fifteen (15) days of discovering the defect or non-conformity, or no later than five (5) days after the expiration of the relevant warranty period, whichever occurs first.

All claims must be submitted in a reproducible written form and must include a description of the defect or non-conformity of the Product, the original invoice, the delivery note confirming the purchase date, and the product's serial number (if marked on the product). For the purpose of analyzing the warranty case, SOLARSTONE shall have the right to request additional information and evidence from the Purchaser.

If the claim does not qualify as a warranty case, SOLARSTONE has the right to request the claimant to cover all costs related to the claim (e.g. technical inspection, transport, disassembly, reinstallation), except where consumer protection legislation is provided otherwise.

FORCE MAJEURE

SOLARSTONE shall not be liable to the Purchaser or any third party for failure to perform, or for any delay in performing, its obligations under the Consumer Guarantee, Product Warranty, or Performance Warranty if such failure or delay is caused by acts of nature, war, rebellion, strike, military action, plague or other epidemic, fire, flood or any other similar cause or circumstance beyond SOLARSTONE's reasonable control.

In such cases, SOLARSTONE shall, without incurring liability, suspend the performance of its obligations under the Consumer Guarantee, Product Warranty, and Performance Warranty (but not the validity of the warranty itself) for a reasonable period during which the delay is caused by such events.

FINAL PROVISIONS

This warranty is governed by the laws of the Republic of Estonia. The warranty is valid within the territory of the European Union.

All disputes shall primarily be resolved by mutual agreement between the parties. The Consumer also has the right to refer to disputes with the Consumer Disputes Committee or other bodies provided by law. If a dispute cannot be resolved out of court, it shall be settled in the Estonian courts, with jurisdiction determined in accordance with applicable law.

If any provision of this warranty is declared invalid, the validity of the remaining provisions shall not be affected.

All claims arising from the commercial warranty must be submitted by email to:

support@solarstone.com