



# SOLAR INNOVA

*looking for the future*



**QUALITY  
COMMITMENT**



## FOREWORD

Solar Innova mission is to provide a larger number of individuals with Official quality photovoltaic modules, and help accelerate the move toward renewable energies.

As the installation of a photovoltaic system cannot be performed without a number of specific skills, Solar Innova intends to develop a network of official installers in order to ensure a good quality of service to the clients that have chosen to be equipped with Solar Innova solar panels for their photovoltaic system.

When a client wishes to purchase Solar Innova photovoltaic modules, the client may require the services of an official installer of Solar Innova, and discuss with the latter the total amount to be paid for the services, including the installation and the sale of the photovoltaic modules, as well as the type of modules to be installed.

Solar Innova is not involved in the installation of Solar Innova photovoltaic modules, of which the official installer exclusively manages the installation.

However, Solar Innova and the official installer jointly manage the customer service. The client can report a claim to the official installer or, if and when the latter is not in position to respond to the client's request, the client can report the claim directly to Solar Innova, which will take measures accordingly.

For the sake of continual customers' satisfaction improvement, Solar Innova intends to provide its clients with a list of Solar Innova official installers (hereinafter referred to as "the List").

With the same objective of strengthening its customers' satisfaction and facilitating the process of having a photovoltaic system installed on their roof, Solar Innova intends to indicate to its clients the "Official Installers" that have agreed to sign and abide by the terms of this Commitment.





## **1.- PURPOSE AND DURATION**

This Commitment is made within the framework of a quality approach by Solar Innova, related to the reception, the advice, and the services provided by Official Installers to Solar Innova clients, regardless of the client's profile (professional or individual), or of the installation type (residential, commercial, PV farm, etc.).

This Commitment shall enter into force at the date of signing for a period of two (2) years. This Commitment will be extended tacitly by periods of one (1) year, provided that the provisions of Articles VII and VIII have been duly respected.

## **2.- CONDITIONS TO THE OFFICIAL INSTALLER**

### **2.1.- Status**

The status of Official Installer is granted to any official installer of Solar Innova having accepted to abide by the terms of this Commitment by signing it. The terms of this Commitment apply to any sale and/or installation of Solar Innova photovoltaic modules performed by the Official Installer.

The Official Installer must have an experience in the field of sale and installation of photovoltaic systems, which he commits to have by signing this Commitment.

### **2.2.- Information of the Official Installer**

The Official Installer shall be informed of Solar Innova products and installation manuals. The information will include:

- Solar Innova installation Manual.
- Solar Innova's product line available at the local distributor, as well as the products' technical specifications.
- Any potential changes made to the two points aforementioned.

## **3.- COMMITMENT TO QUALITY**

**3.1.-** The Official Installer agrees to have within his company the professional skills acquired either by initial or continual training and/or by a certified practice of its activity. The Official Installer has his legal obligations up to date and the installations of photovoltaic modules performed by the Official Installer are covered by legal warranties.

**3.2.-** The Official Installer recommends to the client photovoltaic materials and equipment in compliance with regulatory requirements, notably the inverter, mounting system, and cables.

**3.3.-** The Official Installer advises the client on the choice for the most appropriate solutions, especially on the choice of the type of solar cell (monocrystalline or polycrystalline), taking into account the local level of irradiance, site constraints, and the possibility of grid connection. The installation designed by the Official Installer shall enable the optimum performance of Solar Innova panels, notably in terms of positioning and orientation.

**3.4.-** The Official Installer informs the client about the necessary steps to complete, especially about necessary paperwork prior to the start of the installation, requests for authorization of grid-connection and electricity production, and about the conditions of granting of state incentives, if any.

**3.5.-** The Official Installer commits to provide systematically the client with a quotation, of which the acceptance is a prerequisite to the installation of the panels. The quotation shall be written, detailed, and comprehensive and shall set a deadline for completion, as well as the payment and warranty terms.



**3.6.-** Upon the client's approval (quotation counter-signed), the Official Installer shall perform the installation ordered by the customer in compliance with professional rules, according to applicable standards and regulations, as stated in the quotation. The Official Installer commits to install the photovoltaic system's components in strict compliance with the specifications mentioned in the quotation. In no case the Official Installer shall install a product different from the one referenced in the quotation.

**3.7.-** The Official Installer puts the installation in operation, and then proceeds to the reception of the work in presence of the customer.

**3.8.-** The Official Installer gives the customer a detailed and comprehensive invoice for the service performed, in compliance with the quotation, and provides a signed certificate necessary for the client to request state incentives, if any.

**3.9.-** Should the client report an anomaly or an incident in the performance of the installation, the Official Installer commits to intervene on the site in a timely manner, and to carry out necessary checks and repairs.

In the event of a failure of one or several Solar Innova module(s) reported by the customer or by the Official Installer, the claim procedure shall be initiated according to the provisions of Solar Innova's claim procedure.

**3.10.-** The Official Installer facilitates any monitoring operation that Solar Innova or its representative may undertake on the installations performed by the former in order to assess the conditions of implementation and realization of the Official Installer's installations.

**3.11.-** If and when the Official Installer subcontracts its services, temporarily or not, the Official Installer's subcontractors shall abide by the terms of this Commitment. The Official Installer is fully responsible for the actions performed by its subcontractors, notably toward the client.

**3.12.-** The Official Installer undertakes to perform quality services and to respect the rules of courtesy and customer loyalty. The Official Installer is also compelled to a duty of reserve toward the customer.

**3.13.-** The Official Installer commits not to undermine the products and/or Solar Innova brand.

#### **4.- COMMITMENT OF SOLAR INNOVA**

**4.1.-** Solar Innova undertakes to inform the Official Installer directly or through a local distributor of any change made to the installation manual, warranties, product line, or any development potentially modifying the regular practice of the Official Installer.

**4.2.-** Solar Innova provides its clients with the list of its official installers and Official Installers in compliance with a free and fair competition and business secret.

**4.3.-** Solar Innova shares to its clients a list of official installers and Official Installers by all means it deems appropriate (website, email, local distributors, sales team, etc.). The list is regularly updated and provided upon request.

#### **5.- CONSTITUTION AND DIFFUSION OF THE LIST**

By signing this Commitment, the Official Installer agrees to appear on the List, and agrees to be referred to as a "Official Installer". The information provided by the Official Installer will therefore appear on the List.



However, shall any of the fields of the Article IX not be filled, except if expressly identified as optional, this Commitment shall not be considered valid, and the list will not mention the status of Official Installer.

The Official Installer guarantees the accuracy of the information provided and authorizes Solar Innova to reproduce the aforementioned information, and share them to every client of Solar Innova and to any person requesting it, regardless of the means chosen by Solar Innova to share such information (email or post mail, website, sales team, etc.). Likewise, the Official Installer grants such authorization and is fully aware that the information, including the name and trade name will appear on the list, which also includes those of competitors.

The Official Installer agrees to notify as soon as possible Solar Innova of any changes to the information, so that the list can be updated accordingly.

## **6.- INTENTION OF ASSOCIATION**

This Commitment shall form no legal structure between Solar Innova and the Official Installer. Solar Innova and the Official Installer show in no way their intention of creating a joint venture.

Likewise, Solar Innova and the Official Installer do not intend to implement any commercial cooperation or any agreement of such nature within the framework of this Commitment.

Solar Innova and the Official Installer keep their autonomy, their responsibilities, their strategic interests, their operations and their own customer portfolio.

The staffs of Solar Innova and the Official Installer remain under the responsibility and hierarchical authority of their respective employer.

Likewise, the Official Installer is solely responsible toward the client for the services performed and for the sales made.

Solar Innova shall in no case be held responsible for the consequences arising from any fault, negligence or omission of the Official Installer in the performance of his profession, more particularly in the installation of Solar Innova photovoltaic modules or other services potentially impacting the access to the installation of Solar Innova solar panels.

## **7.- CONTROL**

In the event of a written complaint by a client about the services provided by the Official Installer, Solar Innova will give a formal notice to the Official Installer, so that the latter is informed of the claim and can remedy to it.

In the event of a second written complaint by a client about the services provided by the Official Installer, Solar Innova reserves the right to remove the status of "Official Installer" from the List without any delay. Solar Innova reserves the right to make one or more satisfaction survey(s) among its clients, notably about the quality of the services provided by the Official Installer, and his relationship with the clients.

## **8.- TERMINATION OF THE COMMITMENT**

Both the Official Installer and Solar Innova may terminate this Commitment by letter. The termination may occur at any time and takes effect after completion of the on-going installations performed by the Official Installer with Solar Innova photovoltaic modules.

The termination does not relieve the parties of the consequences linked to the potential responsibility sanctioning the non-compliance with their respective obligations.