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## Customer information : support in the first installation

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Dear Customer,

Thank you for choosing our novotegra mounting system! We are happy to support you during the first installation and will come to your site for a whole day - free of charge! In relation to this, there are a few points that we would like to emphasize.

### SUPPORT IN THE FIRST INSTALLATION

- This is about assisting in the mere setup of the system. You will have the opportunity to practice the professional installation and to receive advice of our technician about how to install the system effectively.
- Our technicians will teach you how to properly install the substructure, while considering all installation requirements and conditions.
- Our employees at BayWa r.e. Solar Energy Systems GmbH / BayWa r.e. Solar Systems S.à r.l. are obliged to install the substructure in compliance with the static requirements.
- In the event that the installer or customer makes changes that were not known in advance and could possibly impact the substructure, it is the responsibility of the installer to require a refurbishment or rescheduling. This will be decided by the customer.
- Changes made by the installer or the customer, that were not known in advance and may impact the substructure, fall under the responsibility of the installer who may require novel planning or rescheduling. This will be decided by the customer.
- Consultations by employees of BayWa r.e. Solar Energy Systems GmbH / BayWa r.e. Solar Systems S.à r.l are based on their experiences. Consultations made on-site are not regarded as binding agreement on statics.

### PLANT PLANNING

- The photovoltaic system is installed according to the customer's planning and specification, such as for example the arrangement of the panels on the roof.
- BayWa r.e. employees who come to your site are not specialized to give you information and consultation regarding Electric. Please address your questions (electrical, inverters, wiring, interconnections or the like) in advance together with your sales contact.
- Changes in planning conducted on-site are to be agreed on internally by the technician in advance or during installation.

### ACCIDENT PREVENTION

- Accident prevention regulations must be strictly adhered to.
- To access the roof, the site must be scaffolded.
- In case of doubt, the employee of BayWa r.e. Solar Energy Systems GmbH / BayWa r.e. Solar Systems S.à r.l decides whether support in the first installation can be given and retains the right to cancel the assistance due to insufficient security measures.

### DISCHARGE OF RESPONSIBILITY

Prior to the support in the first installation, BayWa r.e. Solar Energy Systems GmbH / BayWa r.e. Solar Systems S.à r.l has to be informed about the supervisor responsible for compliance with building regulations. The supervisor is responsible for the safety of the site, the storage of equipment, as well as the supervision of the installations that need to be monitored. The site management is responsible for ensuring that all accident prevention regulations are complied with and must take appropriate protective measures.

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