



FREQUENTLY ASKED QUESTIONS

WHAT IS SOLARWATT FULL COVERAGE?

SOLARWATT Full Coverage provides insurance to cover all the components in your solar power system. Insurance coverage lasts 5 years and the policy not only protects against theft and weather damage, but also pays out if your solar power system is unable to generate any output due to damage or if it delivers less output than expected.

HOW DO I COME TO ENJOY INSURANCE COVERAGE?

SOLARWATT GmbH has signed a collective insurance contract. Anyone who purchases Full Coverage receives insurance coverage for five years based on this contract. This insurance coverage can be activated by registering online once your system is put into operation.

HOW CAN I ACTIVATE THE INSURANCE COVERAGE?

You can activate SOLARWATT Full Coverage on the SOLARWATT website with just a few clicks of the mouse. You will need the following information and other details:

- Information from the economic efficiency calculation provided by your specialist installer
- The serial numbers of the solar modules and inverters to be insured
- The serial and seal numbers on your SOLARWATT storage system if you have one

WHEN DOES THE INSURANCE COVERAGE START?

Insurance protection starts when the system is put into operation at your insured location and lasts for five years. You should notify us of the date that your system was put operation as soon as possible. This way, you will ensure that your insurance coverage comes into effect immediately.

WHAT PROOF DO I RECEIVE AFTER REGISTERING FOR FULL COVERAGE?

Once registration is complete, you will also receive the following documents as proof of insurance coverage:

- Insurance certificate
- Information on Insurance Coverage for Insurance Policies for SOLARWATT GmbH Photovoltaic Systems
- Claims check list: What to do in the event of loss or damage
- Give notice of loss or damage

*Rooftop systems up to 20 kWp installed capacity can be activated in Italy.

WHAT HAPPENS AFTER THE FIRST FIVE YEARS OF INSURANCE COVERAGE EXPIRE?

When the five-year insurance coverage expires, you will receive an attractive offer to extend the coverage period for your solar power system.

CAN THE INSURANCE COVERAGE BE EXTENDED INDEFINITELY?

The policy is extended on a yearly basis unless you or the insurer terminates the existing insurance policy.

IS MY SOLARWATT STORAGE SYSTEM ALSO COVERED?

Full Coverage also insures your SOLARWATT storage system against all risks provided it has been activated as required by entering the serial and seal number details on the SOLARWATT homepage. The storage system is listed separately on the insurance certificate.

WHO PROVIDES THE INSURANCE COVERAGE?

The ERGO Insurance Group supplies the insurance for SOLARWATT Full Coverage while the insurance broker AON provides support and assistance for policy and claim matters.

WHAT TO DO IN THE EVENT OF LOSS OR DAMAGE

In the event of damage or loss, follow the sequence of steps described in the check list provided together with the insurance certificate.

ARE THERE ANY RESTRICTIONS REGARDING THE EXTENT OF COVERAGE?

The scope of benefits related to Full Coverage can be activated in all European Union countries except Spain. Insured systems include:

- Rooftop systems with an installed capacity up to 1 MWp*
- SOLARWATT Carport Systems
- SOLARWATT Veranda Systems
- SOLARWATT Facade Systems
- SOLARWATT Storage Systems