

Vitovolt Guarantee

Terms and conditions

In order for your solar modules to qualify for a free of charge manufacturer's guarantee period longer than the minimum 2 year period set out in the standard Terms and Conditions of Sale, your installation must be registered with Viessmann within 30 days. You or your installer can register the installation, using the online or offline options available. The free of charge voluntary guarantee period varies by product, please check the website for the period that applies at the time of purchase.

For an extended guarantee, which is offered on some models as a purchase option, your installer must register your installation on the Viessmann Installer Portal, www.viessmanninstallerportal.co.uk, for installations in Great Britain, or, <https://www.precisionheating.ie/page/register> for installations in Eire and Northern Ireland, within 30 days.

Viessmann Vitovolt provides customers with the comfort and peace of mind of a free parts only replacement subject to the terms and conditions below and the guarantee period of your solar modules. During the period of the guarantee, we will at our option, repair or provide replacement solar modules free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.

The respective Vitovolt Guarantee shall only apply if the device has been installed and commissioned in line with the manufacturer's installation manual that applies to the device in question. If damage has been sustained to any structurally altered devices that were not altered at Viessmann's request, the costs incurred in order to repair the damages, regardless of whether these structural changes were the cause of these damages, are not covered by this guarantee.

2. Viessmann accepts no liability for damage or operational failure arising due to the use of unsuitable fixing components

3. All systems must comply with the relevant Vitovolt system design guideline, installation and maintenance documentation

4. The guarantee will begin from the date of commissioning

6. If the solar modules suffers a mechanical or an electrical breakdown, Viessmann should be contacted as the following:

- Eire and N.I.: +353 1809 1571
- Great Britain: 01952 675060
- Great Britain: Email: aftersales-uk@viessmann.com

Please note, that all engineer call outs are subject to the [Customer Service Engineer Call Out Terms and Conditions](#) available on request.

Exclusions within the guarantee are, but not limited to:

- Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion.
- Callouts or faults arising from floods, lightning, storms, frost or other bad weather conditions.
- Cosmetic damage such as damage to paintwork or dents or scratches on the equipment
- Improper handling, transportation, storage, or repackaging
- 24hr emergency callout service. Viessmann will endeavour to respond as quickly as possible
- Insufficient ventilation of the device and any consequential thermal damages
- Modifications that are not authorised or agreed by Viessmann
- Any repairs not authorised in advance and in writing by us
- Corrosion due to exposure to aggressive atmospheres or ambient conditions outside the scope of design
- Any defect resulting from the incorrect installation of the solar modules, the associated batteries, inverters, or any other associated controls

Performance guarantee:

Manufacturer's output guarantee in accordance with guarantee certificate of up to 25 years from the date of delivery:

- 5 years: 95 %
- 12 years: 90 %
- 15 years: 85 %
- 25 years: 80 %

Limitations on our liability

We will not be liable to you for any losses and damage, costs or expenses:

1. That are not a reasonably foreseeable consequence of a breach by us of these conditions;
2. that are not caused by any breach of these conditions by us; and for business losses, or losses to non-consumers.