



## **TITANIUM COATING WARRANTY POLICY**

### • **DEFINITIONS**

- (1) "NANOTREAT", "NANOTREAT LTD", "US", "WE" - means NANOTREAT LIMITED registered in England and Wales with registration number 10123294 and registered address "1<sup>st</sup> Floor, 114 – 116, Cranbrook Road, Ilford, Essex. IG1 4LZ" and website [www.NanoTreat.co.uk](http://www.NanoTreat.co.uk)
- (2) "Customer(s)", "You" - means any person(s) that is the end user of the treated PV panels, on whose property the coated PV panels is or has been installed.
- (3) "AGENTS" - means any authorised person(s) that sells our service to the customer e.g. sales agents, installation companies, asset management companies etc

### • **INTRODUCTION**

Titanium Coating is applied to PV modules, once they have been Cleaned and Polished by NANOTREAT LTD. Once this is completed, the coating will allow the PV Solar Panels to be more efficient.

### • **COATING WARRANTY.**

The Titanium-based Coating is guaranteed to be present on the treated panel surface for 10 years. Should the Coating become eradicated through normal natural causes from the surface of the treated module, within the 10 years, NANOTREAT will re-apply the coating on the module, free of charge ( Labour and Product ). Should the coating be part-worn within the 10-year period, claims to re-coat the module will be deemed invalid and will be rejected.

### • **PV MODULE MANUFACTURER'S WARRANTY.**

(A) There is reasonable concern that the application of the coating on a module, might forfeit the module's manufacturer's warranty. For the past 16 years till date, our coating has never been known or proven to forfeit any manufacturer's warranty policy.

The coating supports the manufacturer's product warranty by potentially reducing the rate of degradation of the treated module(s) and by offering the treated module(s) additional protection from the elements, thereby, potentially prolonging the life of the panels. The Coating also helps the treated module(s) to absorb more sunlight, and thus producing more electricity, which also supports the module's manufacturer's performance warranty.

We are confident that in the future, module manufacturers will start seeing the value of having their PV Modules Coated before the modules leave the manufacturing plants.

(B) In the unlikely event that the manufacturer of a solar module, refuses to honour the claim of a customer, SOLELY because the customer's solar module has been coated by NANOTREAT LTD, then :

1. NANOTREAT LTD will offer the customer, EXACTLY THE SAME COMPENSATION, that the customer is due, as outlined by the customer's manufacturer's warranty policy. This will usually be a REPAIR OR REPLACEMENT of the faulty module.
2. NANOTREAT LTD will ONLY honour a manufacturer's warranty claim from a customer, if the manufacturer is still in business. As such, all such claims to NANOTREAT from all customers must be accompanied with the NOTICE OF REFUSAL FROM THE MANUFACTURER.



3. The NOTICE OF REFUSAL FROM THE MANUFACTURER must specify the reason(s) why the customer's warranty claim is being refused, namely that "**The module has been coated with Titanium-Coating**" for refusal. Should the manufacturer state any other reasons why the customer's claim is being rejected, as long such other reason(s) is/are not caused by the actions of NANOTREAT, in such cases, NANOTREAT will not be responsible or honour such claims.
4. NANOTREAT LTD will not be responsible for any costs or losses associated with making a claim e.g. removal costs, re-installation costs, shipping costs, losses due to low performance or non-performance etc. However, we shall endeavour to re-coat the modules for free and ship back to a UK designated address for free.

#### **MAKING A CLAIM.**

Any customer that wishes to make a claim, should write to us at our address on the website [www.NanoTreat.co.uk](http://www.NanoTreat.co.uk) or email us at [info@NanoTreat.co.uk](mailto:info@NanoTreat.co.uk) All notices from customers wishing to make a claim, should include the Customer's name, Contact number, Address and Total Number of modules that they are making a claim on.

#### **(A) FOR CUSTOMERS MAKING A CLAIM ON THE COATING**

For claims on coating before 10 years is expired, modules that are re-coated will not begin a new 10-year warranty but rather, will simply complete the cycle of the 1<sup>st</sup> coating. E.g. should a module be coated and after 7 years, it is found that the coating is completely worn out from the surface of the treated module, the same module will be re-coated and it will not start a new 10-year warranty, but rather, it will complete the remaining 3 years of the 1<sup>st</sup> coating.

#### **(B) FOR CUSTOMERS MAKING A CLAIM ON THE PV MODULE MANUFACTURE'S WARRANTY.**

For Customers making such claims, they shall attach to their application, a copy of the MANUFACTURER'S NOTICE OF REFUSAL, and a copy of the Customer's issued receipt from NANOTREAT LTD or AGENT(S). Any claims with no NOTICE OF REFUSAL from the manufacturer of the solar module, shall be deemed invalid and will automatically be deemed null and void.

#### **(C) COMMENCEMENT OF THE 10-YEAR WARRANTY.**

For pre-treatments, the 10-year warranty shall commence from the day the solar panels are installed on the customer's property. For post-treatments or for PV modules coated after the panels have already been installed on the customer's property, the 10-year warranty shall commence on the date stated on the receipt or invoice that is issued by NANOTREAT or AGENTS to the customer.

===== ALL PAYMENTS MUST BE MADE IN FULL FOR THE 10-YEAR WARRANTY TO BE VALID.  
FAILURE TO MAKE FULL PAYMENT WILL RENDER THE WARRANTY NULL AND VOID. =====