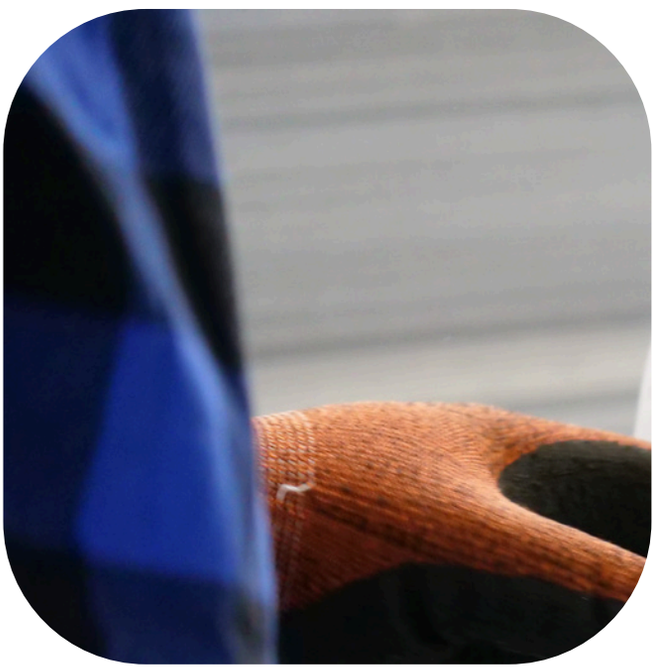
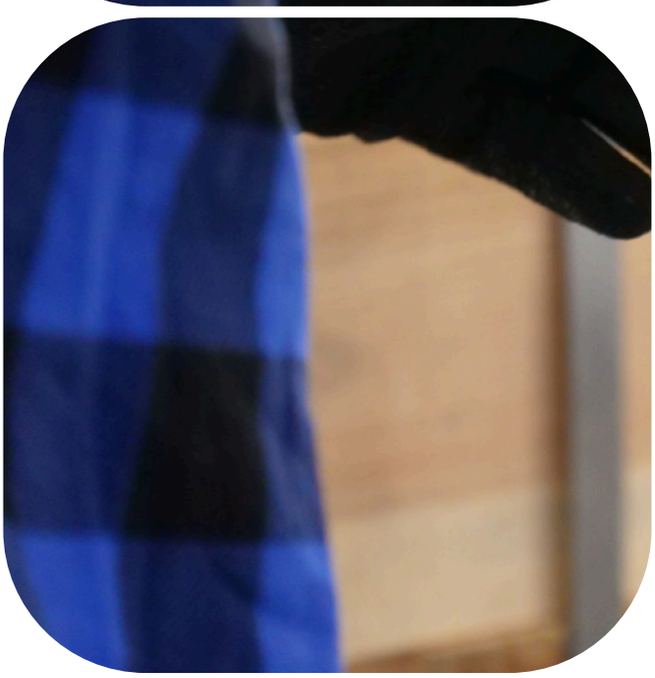
General Warranty terms and conditions

For metal sheet, Magnelis®, stainless/acid-resistant sheet metal and aluminum profiles.

13/01/2026



Responsible entity

RBT SOLAR Spółka z ograniczoną odpowiedzialnością with its registered office in Zgierz, registered in the National Court Register maintained by the District Court for Łódź Śródmieście in Łódź, XX Commercial Division under KRS number 0001049095, Tax Identification Number (NIP): 7322213923, National Business Registry Number (REGON): 526065311, being a Manufacturer of photovoltaic installation systems, hereinafter also referred to as the Products, providing a warranty for the products it manufactures made of hot-dip galvanized steel sheet, Magnelis® sheet and stainless/acid-resistant sheet and aluminum profiles.

Warranty coverage

a) The warranty covers assembly systems installed in Poland,
b) The warranty covers the protection of mounting systems against perforation corrosion and the preservation of the physical properties of the material from which the mounting system was made,
c) The warranty will be considered only if the sheet metal covering from which the mounting system was made has not been damaged and provided that the product was transported and stored in accordance with the RBT SOLAR recommendation,
d) The warranty will only be considered when the elements of the assembly system have been connected in accordance with the assembly guidelines using recommended tools, the use of which does not result in damage to the coating of the structural elements.
e) The warranty covers mounting systems located in places with a normal atmospheric corrosivity category (C1-C3 according to EN ISO 12944-2: 2017) excluding heavily polluted areas and areas located less than 2.0 km from the sea and/or exposed to fresh or salt water splashes (corrosive action category C5 and CX according to EN ISO 12944-2: 2017),
f) The warranty covers assembly systems that are affected by moderate corrosive environmental conditions, i.e. excluding those structures that are exposed to corrosive effects of any type of chemical products, in particular those containing smoke or rainwater containing carbon, sediments or particles of heavy metals such as iron, copper or alkaline products such as ash, cement dust or animal products, including feces,
g) The warranty does not apply to locations where mounting systems are exposed to negative impacts, including abrasion by sand, dust or other particles, e.g. desert regions with strong winds,
h) The warranty covers only Products that were installed by a person who has a valid installer certificate in the field of renewable energy sources issued by the Office of Technical Inspection or trained persons on the day of installation completion and certified by the Manufacturer.

Introduction

Below are detailed requirements for mounting systems made of Magnelis® stainless/acid-resistant sheet metal and aluminum profiles intended for the installation of photovoltaic modules where corrosion resistance and appearance are of primary importance. Given that product properties may vary to a greater or lesser extent depending on the choice and combination of required applications, it is difficult to specify in detail the minimum requirements for all properties for all types of products.

Product storage guidelines

It is recommended to store products in covered rooms to protect them from moisture and in dry conditions where the temperature is above 0°C. Products should be stored in conditions that provide protection from atmospheric and environmental factors, away from corrosive substances, chemicals, products containing copper and lead, dust, ash, and sources of high temperature.
Products made of Magnelis® sheet metal, stainless steel, and aluminum profiles intended for long-term storage should not be stored outdoors. They should be unpacked and coated with a layer of preservative oil. During storage, spacers should be used to prevent individual items from touching each other. In the event of moisture, the affected items should be thoroughly dried and treated as above.
Temperature and humidity changes in unheated rooms can cause condensation on the surface of products. Such water may appear. It is also recommended that products not be placed or stored on bare ground, but placed on wooden beams or protective mats placed on the storage surface.

Maintenance

To maintain warranty terms, it is recommended to inspect the products at least twice a year to check the condition of the mounting system coating and for any damage. It is recommended to use brushes and abrasive cloths to clean the products installed on the site. Regular cleaning helps maintain the interior surfaces in satisfactory condition. Cleaning is recommended whenever streaks appear due to layers of atmospheric pollution washed off the product surface.

Research and quality control

The manufacturer is responsible for performing all inspections and tests required in the detailed specifications prior to shipment. Technical acceptance of the product is performed by inspecting the product and all its components from a distance of at least 3 meters. The product should not have any defects that would prevent its proper use. The surface, color, and texture should be uniform in appearance. Minor scratches, scuffs, or dents are permitted, but these do not exceed 2% of the total surface area of a single product.
Thickening and slight surface roughness that may appear on the products is a result of the use of a specific hot-dip galvanizing technology and is not subject to complaint.
Slight differences in the shades of the coating between products from different production batches and between elements of products manufactured using different production technologies are permissible.

Corrosion protection

Typically, the corrosion protection period provided by a proper hot-dip galvanizing system is shorter than the expected service life of structural elements. Therefore, the possibility of maintaining and repairing the system's components should be considered during the planning and design stages. It should be noted that the cost-effectiveness of using a given protective system is usually directly proportional to the period during which effective protection is maintained. By using better, and therefore more expensive, protection systems, the scope of repairs or renovations during the service life of structural elements is reduced to a minimum. It should be noted that the durability period of products is not a warranty period. Durability is a technical category that helps the investor determine a renovation plan. The warranty period is a legal category covered by contractual clauses. The warranty period is usually shorter than the durability period.
The requirements for the intended use will have a significant impact on the choice of the ordered product, and therefore, to facilitate the selection, the following popular corrosion resistance categories have been selected:

- RC2 category – for rural atmosphere, i.e. with low corrosivity category C2,
- RC3 category – for urban and industrial atmospheres, i.e. with low SO2 concentration and marine atmospheres with low salinity, with medium corrosivity category C3,
- RC4 category – for an industrial atmosphere with moderate SO2 concentration and a marine atmosphere with moderate salinity, i.e. high corrosivity category C4.
- RC5 category – for industrial atmospheres with high SO2 concentrations and marine atmospheres with high salinity, i.e. with a very high C5 corrosivity category.

It should be noted that no requirements are specified for the RC1 corrosion resistance category due to its low level of harmfulness. It should also be noted that corrosivity may be higher in a sheltered location and is also dependent on the duration of exposure in a humid environment. Below are recommendations to be taken into account when selecting a coated material, taking into account atmospheric corrosion categories C2 to C5. . In addition, based on these guidelines, it is guaranteed that standard structural elements made of stainless steel sheet or aluminum profiles used in environments with atmospheric corrosivity categories C1 to C3 will not show perforation damage for a period of 10 years.

Table 1. Recommendations for selecting the appropriate category based on PN-EN ISO 12944-2

Corrosion resistance category	Atmospheric corrosivity category	Country atmosphere	Urban atmosphere	Industrial atmosphere	Marine atmosphere
RC2	C2 (Low)				
RC3	C3 (Medium)				
RC4	C4 (High)				
RC5	C5 (Very high)				

Hereby, the effectiveness of anti-corrosion protection is guaranteed for a 10-year service life for mounting systems made of Magnelis® sheet metal, and in the case of mounting systems made of stainless/acid-resistant sheet metal or aluminum profiles, the effectiveness of anti-corrosion protection is guaranteed for a 20-year life service, counting from the date of sale, when using mounting systems made of the above-mentioned materials in an external atmosphere of corrosivity categories C1, C2, C3 in accordance with the guidelines of the PN EN 10169 standard. The above-mentioned period of anti-corrosion protection may be extended by issuing Detailed Warranty Conditions, which are a supplement to the General Warranty Conditions and are issued based on the buyer's declaration of environmental conditions, with the provision that such extended/extended Detailed Warranty Protection is in each case only obligatory within the method and place of installation declared by the buyer.

Conditions for maintaining warranty rights, warranty claims and extension of the warranty period:

1. The warranty is valid from the date of sale,
2. Warranty claims will be considered only after submitting an official written complaint together with the sales document (invoice) for the products that are the subject of the complaint within a maximum period of two weeks from the discovery of the defect,
3. Complaints should be submitted at the point of purchase of the goods to the Manufacturer or its Authorized Representative/Distributor, the address of which is available at www.rbtsolar.com,
4. Warranty claims will be considered if the defects cover at least 5% of the surface of a single element, however, the complaint will not be considered in the event of a uniform change in color, fading of the coating caused by dust and a uniform change in gloss,
5. Warranty claims will be considered if the product was used in normal environmental conditions with a corrosion class of C1 to C3 outdoors according to PN EN 10169,
6. Warranty claims will not be accepted in the event of damage caused by extraordinary weather conditions or natural phenomena such as earthquakes, fires, hailstorms, floods, hurricanes, etc., as well as damage caused by aggressive environmental conditions (industrial or economic pollution, corrosive fumes or gases, wood preservatives, cement dust, ammonia, chlorine, saltpeter, etc.) and damage caused during war, riots and terrorist actions.
7. Warranty claims will not be accepted for products that have been in contact with other corroded objects, or made of copper, or in contact with solutions containing copper salts,
8. Warranty claims will not be considered in the event of color differences between products purchased at different times and manufactured from sheets from different batches, as well as differences resulting from production processes, including differences not exceeding the parameters mentioned in "Testing and quality control"
9. Warranty claims will not be considered for products whose edges have been cut and which have not been properly protected with a protective coating,
10. Warranty claims will not be considered in the event of damage caused by the use of devices causing heating of the sheet metal edges, e.g. angle grinders,
11. Warranty claims will not be accepted for damage caused by improper storage of the products,
12. Warranty claims will not be considered in the event of damage caused by improper and unprofessional installation of structural elements, or their installation in places not designed for this purpose, including when, despite the recommendation of RBT SOLAR or its Authorized Distributor/Representative, the Customer refrained from carrying out the so-called piling and tearing out tests of the elements anchoring the System structure to the ground.
13. To maintain warranty rights, the Products must be inspected annually by a person certified by RBT SOLAR, confirming training in the installation of this type of structure. The inspection procedure and a template of the applicable inspection card are provided in Appendix 1 to these General Terms and Conditions.
14. Warranty claims will not be considered for products from which impurities and deposits preventing the free flow of water have not been removed,
15. Warranty claims will not be considered in the event of defects resulting from the installation of structural elements from other manufacturers,
16. Warranty claims will not be accepted for products not maintained in accordance with the recommendations described in the Maintenance section,
17. In order for the warranty claim to be reviewed, the Buyer is obligated to provide free access to the product being complained about to the Manufacturer's representatives. At the same time, until the complaint is resolved, the Buyer is obligated to protect the product being complained about against any further damage or loss.
18. If any physical defects are found in any of the components of the Products during the warranty period, they will be replaced with defect-free components with the most similar technical parameters. The replacement will take place at the guarantor's office,
19. The manufacturer is not responsible for any indirect costs or other costs resulting from damage to the coating, including the costs of disassembly and reassembly,
20. The warranty does not cover Products that have been used contrary to their intended purpose or have been moved, disassembled and reassembled or partially disassembled by persons who do not have an installer certificate in the field of renewable energy sources issued by the Office of Technical Inspection or persons not trained and certified by the Manufacturer.
21. The Manufacturer's liability is limited solely to the invoice amount issued during the sale of the products covered by the warranty. In no event will this warranty cover any costs beyond the invoice amount.
22. At the request of the Buyer, the Manufacturer may extend the warranty period by issuing Detailed Warranty Conditions (SWG), which should include the exact address of the investment and the type of assembly system used,
23. After the warranty period has expired, no claims will be accepted.

Questions? Concerns? Contact us.

+48 72 442 52 00
biuro@rbtsolar.com

Appendix No. 1

Inspection card

Name of the project

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Address of the project

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Manufacturer's recommendations:

In order to ensure proper functioning of the structure, the system should be inspected annually (at least every 12 months). During the inspection, the following should be done:

1. Remove visible dirt and deposits from the structure that may cause water stagnation. Use nylon brushes or abrasive nonwovens for cleaning. The use of wire brushes and alkaline substances is not permitted. The use of detergents with polishing or scrubbing additives is also prohibited due to the risk of mechanical damage to the surface.
2. Remove visible corrosion spots in places where steel profiles have been modified, which may have occurred during the construction process. Corrosion spots should be removed mechanically and then protected with high-zinc paint (zinc content in dry coating min. 90%).
3. Check the tightening torque of stainless steel screws (if used). 100% of such connections should be checked.
4. Perform a visual inspection of the structure's screws – existing markings should be continuous.

During the inspection, it is prohibited to climb on the structure or load it in any other way.
Health and safety rules must be observed during inspections.
Inspections should be carried out by persons holding a certificate issued by RBT SOLAR confirming training in the installation of this type of structure.
Each inspection must be recorded in the maintenance log, together with a description of the technical condition of the structure, any damage, and any repair measures taken.

Review date	Contractor (first name, last name, company)	Condition of the anti-corrosion coating	Condition of screw connections	Contaminants/sediments	Actions taken	Signature

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