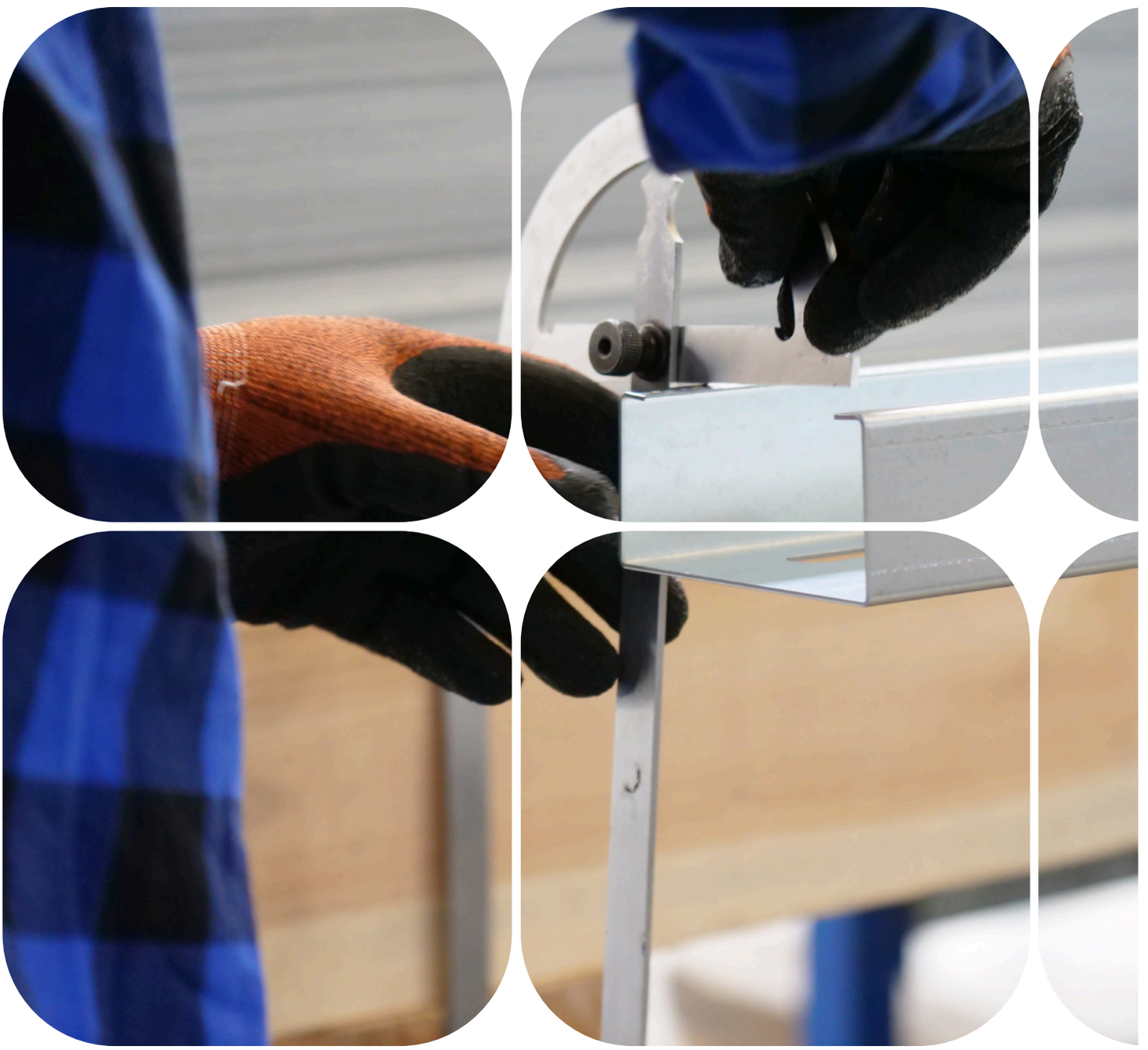
General Warranty terms and conditions

For a tracker for photovoltaic modules

13/01/2026



Responsible entity

RBT SOLAR limited liability company, with its registered office in Zgierz, registered in the National Court Register kept by the District Court for Łódź-Śródmieście in Łódź, 20th Commercial Division under KRS No. 0001049095, Tax ID (NIP): 7322213923, REGON: 526065311, as the supplier of trackers, i.e. tracking systems intended for mounting photovoltaic modules, sets out the following warranty terms and conditions for these devices:

Warranty coverage

1) The warranty applies to trackers installed within the territory of Poland. Granting a warranty for a tracker (hereinafter also referred to as the "Product") whose installation and use is to take place outside the borders of Poland requires separate arrangements with RBT SOLAR.
2) The warranty confirms that the Product is free from material and manufacturing defects and meets the technical parameters specified by the Manufacturer.
3) The warranty covers a complete single-axis tracker intended for mounting photovoltaic modules, i.e. its supporting structure, moving and bearing elements, the control system, sensors, control electronics and drives.
4) With regard to the warranty terms covering the tracker supporting structure, taking into account any deviations or differences specified under this Warranty, the following documents available at www.rbtsolar.com shall apply:
a) GENERAL WARRANTY TERMS AND CONDITIONS FOR MOUNTING SYSTEMS MADE OF HOT-ROLLED STEEL – where the tracker structure is made of hot-rolled steel;
b) GENERAL WARRANTY TERMS AND CONDITIONS FOR SHEET-METAL MOUNTING SYSTEMS: MAGNELIS®, STAINLESS STEEL AND ALUMINIUM – where the tracker structure is made of MAGNELIS® sheet metal;
5) The warranty is valid only if the tracker was transported and stored in accordance with RBT SOLAR recommendations set out in Appendix No. 1 to this Warranty – "Recommendations for storing the tracker on the construction site";
6) The warranty is valid only if the tracker was installed as specified in EN 1090, in accordance with the principles of construction practice and as indicated in the RBT SOLAR instructions. The tracker installation rules are set out in the O&M documentation (DTR) – "Installation manual. Ground-mounted structure. Tracker T-P-1_AT-EW/V/1P", which constitutes Appendix No. 2 to this Warranty.
7) The warranty covers trackers located in areas with a normal atmospheric corrosivity category (C1–C3 in accordance with EN ISO 12944-2:2017), excluding heavily polluted areas and areas located less than 2.0 km from the sea and/or exposed to spray from fresh or salt water (corrosivity category C5 and CX in accordance with EN ISO 12944-2:2017),
8) The warranty covers trackers exposed to moderate corrosive environmental conditions, i.e. excluding locations where the device is exposed to the corrosive effects of chemical products of any kind, in particular those containing smoke or rainwater containing carbon, deposits or heavy metal particles such as iron or copper, or alkaline products such as ash, cement dust, or products of animal origin, including droppings,
9) The warranty does not apply to locations where trackers are exposed to adverse impacts, including but not limited to abrasion by sand, dust or other particles, e.g. desert regions with strong winds,
10) The warranty covers only trackers installed by a person who, on the date of completion of the installation, holds a valid installer certificate in the field of renewable energy sources issued by the Office of Technical Inspection (Urząd Dozoru Technicznego) or by persons trained and certified in this field by RBT SOLAR.

Technical Parameters and Specification of the Product Covered by the Warranty

1) Tracker type: single-axis
2) Axis movement range: 0° – 50° (or as per product data sheet)
3) Permissible differences in module tilt within the row during automatic operation in normal mode:
a) up to 60 m row length — the tilt difference between the module at the motor and the end module may be max. 10°
b) from 61 m to 100 m row length — the tilt difference between the module at the motor and the end module may be max. 20°;
4) Maximum wind speed in operating position: 12 m/s
5) Wind speed for safety position (STOW): 25 m/s
6) Drive system: electric
7) Control and communication: RS485 / ZigBee / Modbus / CAN (depending on version)
8) Sensors: wind, snow, position, overload, emergency stop
9) Tracker structure material: galvanized hot-rolled steel / Magnelis®
10) Anti-corrosion protection: hot-dip galvanizing / Magnelis

Warranty Period

1. Tracker structure:
a) for a structure made of hot-rolled steel protected by hot-dip galvanizing PN-EN ISO 1461 – 60 months,
b) for a structure made of MAGNELIS® sheet metal – 10 years
2. Mechanical and moving components, i.e. bearings, gearboxes, drives — 2 years.
3. Electronic components, i.e. main controller, axis controllers, wind, snow and irradiance sensors, junction boxes — 2 years.
4. Warranty for repaired or replaced parts: repaired or replaced parts are covered by a warranty either for a period of 3 months from the date of repair or until the expiry of the original Warranty period, depending on which of these periods is longer.

Warranty Exclusions

The warranty does not cover:

1. Mechanical or installation damage resulting from improper use or overloads.
2.Damage caused by fire, flooding, winds exceeding the design loads/standard (PN-EN 1991-1-4), lightning or other forces of nature.
3. Corrosion of the Product structure resulting from:
a) use in a C4–C5 environment,
b) contact with chemical substances, dusts, fertilizers, ammonia, salts,
c) improper storage or lack of maintenance,
d) modifications, repairs or alterations performed by unauthorized persons,
e) normal wear and tear.

User Obligations, Failure of Which Results in Loss of Warranty

1) Performing annual technical inspections by a person holding an installer certificate in the field of renewable energy sources issued by the Office of Technical Inspection (Urząd Dozoru Technicznego) or by a person trained and certified in this field by RBT SOLAR. The inspection schedule constitutes Appendix No. 3 to this Warranty – "Inspection and maintenance schedule".
2) Keeping service and inspection documentation.
3) Keeping the structure and drives clean, preventing accumulation of dirt, contaminants or icing.
4) Reporting a fault without delay — no later than within 7 days from its detection

Applicable Complaint Procedure

1) A warranty claim (complaint) must be submitted via the complaint form available at www.rbtsolar.com.
2) The Manufacturer shall respond to the complaint within 14 days from the date of receipt of the claim.
3) In order to verify the information contained in the claim, the Manufacturer is entitled to carry out an inspection of the tracker at its installation site, which the claimant must enable.
4) If the complaint proves unfounded, the costs of any inspection of the tracker at the installation site by an employee/representative of RBT SOLAR, including travel and per diem costs, shall be borne by the claimant.

Warranty Performance

If the complaint is deemed justified, the Manufacturer, at its sole discretion, shall:
1) repair the Product,
2) replace the damaged component,
3) replace the entire Product,
4) issue a credit note (if applicable, for components of external suppliers

The warranty does not cover

1. costs of disassembly and reassembly at the installation site,
2. costs of transporting devices after the warranty period has expired,
3. costs of additional works related to the structure, foundations or PV modules.

Limitation of the Guarantor's Liability

In any case, the total liability of the Manufacturer under this Warranty is limited to the purchase price of the Product paid by the Customer. In view of the above, the Manufacturer shall not be liable for:
a) lost profits,
b) any PV installation downtime,
c) indirect and consequential damages,
d) damage resulting from improper installation or design.

Appendices to the Warranty Constituting an Integral Part Thereof:

Appendix No. 1 – "Recommendations for storing the tracker on the construction site";
Appendix No. 2 – "Inspection and maintenance schedule".
Appendix No. 3 – "Installation manual. Ground-mounted structure. Tracker T-P-1_AT-EW/V/1P" - available for download on the website rbtsolar.com

Questions? Concerns? Contact us.

+48 72 442 52 00
biuro@rbtsolar.com

Appendix No. 1

Recommendations for storing the tracker on the construction site

Guidelines for storing the tracker's structural components

It is recommended to store the products in roofed/covered premises so that they are protected against moisture and kept in dry conditions where the temperature is above 0°C.
The products should be stored under conditions ensuring protection against weather and environmental factors, away from corrosive substances, chemicals, products containing copper and lead, dusts, ash and sources of high temperature.
Products made of hot-dip galvanized, stainless-steel and aluminium sheet metal intended for long-term storage should not be stored outdoors. They should be unpacked, covered with a layer of preservative oil and separated with spacers to prevent individual items from coming into contact with one another. If the components become damp, they must be dried without exception and the above procedure must be followed.
Temperature and humidity changes in unheated rooms may cause condensation of water vapour on the surface of the products.
In the case of hot-dip galvanized products, condensation of water vapour may result in the appearance of "white rust", i.e. a white-grey deposit consisting mainly of zinc hydroxide, zinc oxide and zinc hydroxycarbonate. It forms when the galvanized surface, before a protective zinc patina layer develops, is exposed to moisture—e.g. rain, dew, snow, frost or condensed water vapour. To prevent this, avoid contact with moisture and avoid covering the products with plastic film. In all cases, proper air circulation must be ensured.
White rust deposits may be removed with a nylon brush. Wire brushes must not be used, as they may damage the surface of the zinc coating.
For packages with products stacked on top of one another, it is recommended to limit the height of the stack in order to prevent pressure and deformation of components, and to mark the stack accordingly. The minimum distance between the package and the ground should be 25 cm.
A maximum of two packages may be stacked on top of each other, at an angle facilitating water drainage, if there is a risk of water occurrence.
The products should not be placed or stored directly on bare ground; instead, they should be laid on wooden beams or protective mats placed on the storage surface. Any hard unevenness that could cause point loads or indentations—which may lead to irreparable damage—should be avoided.
Before installation, the components of the assembly bolt set should be stored in a place and in a manner ensuring protection against adverse weather conditions and sources of contamination (dust, oils, acids, water). The method of storing bolting components should guarantee the integrity of the material and protect the surface.
RBT SOLAR informs that flat washers may "stick together" during the hot-dip galvanizing process. If such a phenomenon occurs, RBT SOLAR undertakes to replace such "stuck" flat washers with new ones.

Guidelines for storing the tracker equipment: dampers, gearboxes, motors and electrical components komponenty

Tracker components such as dampers, gearboxes, motors and other electrical components must be stored in the manufacturer's original packaging. Storage should take place in a closed, roofed and ventilated room (e.g. a storage container or site warehouse) where the temperature is maintained above 0°C.
The storage area must protect the components against:

- moisture and condensation of water vapour,
- dust, sand and mortar,
- chemical substances,
- direct UV radiation,
- vibrations and mechanical impacts.

Components should be stored on pallets or racks, without direct contact with the ground.
Motors must be stored in a horizontal position. Until installation, protective caps covering the connection sockets must not be removed.
Gearboxes must be stored in a horizontal position, supported on their mounting feet. Stacking is prohibited unless appropriate safeguards are used to prevent deformation of the housing or transfer of loads to mounting stubs/ports.
Actuators must be stored with the piston rod fully retracted, which provides maximum protection against corrosion and mechanical damage.
Electrical components, including control cabinets, controllers, sensors and cables, must be stored in a dry and—if possible—heated room. Relative air humidity should not exceed 60%.

Appendix No. 2

Inspection and Maintenance Schedule

Scope of activities	Frequency	Required contractor
Inspection of structural bolted connections	Once per year	Certified service technician / installer
Inspection of anti-corrosion coatings condition	Once per year	Certified service technician / installer
Inspection of row straightness and differences in module tilt	Once per year	Certified service technician / installer
Inspection of the drive system (play/clearances, wear, lubrication)	Once per year	Certified service technician / installer
Inspection of cables, connectors and cable glands/penetration	Once per year	Certified service technician / installer