

TECHNICAL ASSISTANCE REQUEST

REASON FOR REQUEST	
<input type="checkbox"/>	ROUTINE SYSTEM MAINTENANCE
<input type="checkbox"/>	EXTRAORDINARY SYSTEM MAINTENANCE (total or partial down time)
<input type="checkbox"/>	PRELIMINARY SWITCHING ON OF SYSTEM
<input type="checkbox"/>	SYSTEM START-UP
<input type="checkbox"/>	MONITORING SYSTEM
<input type="checkbox"/>	OTHER (specify)

The following fields **must** be filled in to set the intervention procedure in motion.

CUSTOMER'S DATA					
Reseller **					
Company *					
Name and Surname *					
Address *				N° *	
City *			Province *		Post code *
Telephone *		Mobile *		Fax *	
E-MAIL *					
VAT No *					
Tax Number *					

BANK DETAILS						
Bank Name *				Branch *		
BANK ACCOUNT DETAILS						
Country *	CIN EU *	CIN IT *	ABI *	CAB *	Account No.*	

TYPE/MODEL *	SERIAL NUMBER *	EXTENDED WARRANTY OR SERQUALITY WARRANTY *

BRIEF DESCRIPTION OF REQUEST FOR INTERVENTION *

(*) The Customer must fill in this information.

(**) This information should be filled in only if the product was not purchased directly from Ingeteam S.r.l. (in which case you must attach to the form the paid invoice/purchase receipt issued by the retailer, on the basis of which warranty validity will be verified).

DATA OF SITE OR FACILITY WHERE THE SYSTEM IS INSTALLED					
Company *					
Name and Surname *					
Address *				N° *	
City *			Province *		Zip Code *
GPS Coordinates					
Telephone *		Mobile *		Fax *	
E-mail *					
Commissioning Date *					

DETAILS OF EXPERT/INFORMED PERSON FOR ASSISTANCE DURING TECHNICAL INTERVENTION					
Name and Surname *					
Position *					
Address *				N° *	
City *			Province *		Zip Code *
Telephone *		Mobile *		Fax *	
E-mail *					

The following fields must be compiled **in case it is necessary to send materials and/or spare parts to the system installation site on the basis of instructions received from Ingeteam** personnel. The Customer is responsible for taking receipt, storing and returning materials sent and/or replaced in accordance with the methods described in the annex "RETURN CONDITIONS FOR REPLACED PRODUCTS".

ADDRESS FOR SENDING ANY MATERIALS AND REPLACEMENT PARTS					
Company					
Address				N°	
City			Province		Zip Code
Telephone		Mobile		Fax	

MATERIALS AND REPLACEMENT PARTS TO BE SENT			
CODE	QTY	DESCRIPTION	NOTES

(*) Customer must supply this information.

Filling in of the following fields is **obligatory** for setting in motion the technical assistance request.

Indicate the type of Rate requested for technical intervention:

<input type="checkbox"/> HOURLY RATE ⁽¹⁾		
<input type="checkbox"/> FLAT RATE ⁽¹⁾		
<input type="checkbox"/> INTERVENTION INCLUDED IN THE ORDER ⁽²⁾	C.O.	

(1) A rate must be marked confirming awareness of what may be applied in the invoice for the activities carried out in accordance with the technical assistance rates in force at time of request which are indicated in article "2) Technical Assistance Rates" of the annex "General Conditions of Technical Assistance".

(2) Indicate the Order Confirmation number (C.O.) if an established number of days for starting up the system and/or on site technical assistance are included in the purchase order. Any extra days worked due to causes not imputable to Ingeteam shall be charged to the Customer and debited in accordance with the technical assistance rates in force at time of request which are indicated in article "2) Technical Assistance Rates" of the annex "General Conditions of Technical Assistance".

Indicate the number of technicians required:

NUMBER OF TECHNICIANS REQUIRED ⁽³⁾	
---	--

(3) Ingeteam personnel will supply indications of the number of technicians needed on the basis of the size and type of Photovoltaic system, the type of activity requested and the availability or otherwise of skilled operators nominated by the Customer.

Should there be no skilled operator nominated by the Customer, at least two (2) Ingeteam technicians will be necessary.

The Customer is fully responsible for the predisposition of the sites in accordance with local safety regulation along with the necessary measures to ensure safety and to protect the health of the staff employed. In particular when a work or movement exposes any worker to a fall of 3 metres or more a fall arrest systems must be installed on behalf of the Customer. Ingeteam personnel will only work in full compliance with these regulations.

The Customer confirms that he has received and understood the methods of carrying out the service.

The Customer also states that he will take the necessary actions to permit both access and work within the installation site of the plant in compliance with the safety regulations in force. If these safety regulations should not be fulfilled the Ingeteam technicians will not carry out the intervention and the travel expenses will be charged to the Customer.

The rates and conditions included in this document are valid except where there are different contracts of **Extended Warranty, Serquality Warranty, Preventive Routine Maintenance and/or After-Sales** signed between the Customer and Ingeteam.

All payments shall be honoured by me according to terms and conditions usually applied to me by Ingeteam S.r.L..

* Date(day) /(month) /(year)

* Customer's legible signature for acceptance

GENERAL CONDITIONS OF TECHNICAL ASSISTANCE

1) CONDITIONS FOR SUPPLYING TECHNICAL ASSISTANCE

- a) This form requesting technical assistance (annex "L") must be filled in fully and sent to the After-Sales Department of the Ingeteam S.r.l. Photovoltaic Division by one of the methods indicated below:
- accessing the site www.ingeteam.it ("Assistance" section) to identify the email address corresponding to your own geographical area.
 - phoning the number **+39 0546 651490** to obtain the email address corresponding to your own geographical area.
- b) Ingeteam will supply on site technical assistance with a maximum response time of 5 working days from the date of receiving by email the technical assistance request form (annex "L") completely filled in and signed by the Customer, unless contracts signed between the Customer and Ingeteam indicate pre-established intervention times. The response time includes troubleshooting analysis of the problems encountered and their solution if possible. Ingeteam will employ all means deemed necessary to reduce this maximum response time unless contracts signed between the Customer and Ingeteam indicate pre-established intervention times. In the case of the need for special materials and/or replacement parts not available in the Ingeteam S.r.l. warehouses, or due to other situations of force majeure, the reason will be communicated to the Customer with an indication of the best date envisaged for technical intervention.
- c) In the case of on site intervention by qualified Ingeteam technical personnel, the Customer shall appoint a person in charge of facilitating safe access of Ingeteam technicians without delay to the site of installation of the products. The presence of a person in charge appointed by the Customer shall be a prerequisite for providing the service, since resolution of the problems may require taking action on other parts of the installation. This person in charge shall also be responsible for monitoring the Ingeteam personnel's operations and time schedules.
- In the case of request by the Customer for the presence of only one Ingeteam technician, there must absolutely be present on site for the whole duration of the intervention at least one other person qualified as **PES (Expert Person)** or at least **PAV (Informed Person)** and with a First Aid certificate, qualified to take part in electrical type works under tension in LV and not under tension in MV.
 - Failure to comply with these conditions or the absence of the minimum safety conditions for carrying out the service will, at the final decision of the Ingeteam technical personnel, lead to abandonment of the system by the latter and the related invoicing charged to the Customer of the flat daily rate for each technician. This sum is understood as compensation for a wasted working day and the management costs for Ingeteam S.r.l. paperwork.
- d) In the case in which Ingeteam personnel find no defect in the installed products or find a fault condition not covered by warranty in accordance with the methods described in chapter "2) Exclusions from Warranty" of annexes "*Manufacturer's Warranty – Basic Warranty Ingecon Sun Series Products*" (annex "A") and "*Marketed Products Warranty*" (annex "B"), the whole cost of the technical intervention will be charged to the Customer.

2) TECHNICAL ASSISTANCE RATES

All costs for on-site activities related to the repair of faults not covered by the warranty shall be borne by the Customer and charged according to Ingeteam's technical assistance rates in force at the moment of the request.

All costs related to on-site activities for the repair of faults covered by product warranty *Ingecon Sun Smart, Power, Power Max and Power Maxter*, performed within the first **18 months** from the date of shipping of the products by Ingeteam, and in any case within the first **12 months** (approximately equal to 3,600 hours of effective functioning) from the date of product start-up, whichever expires first, shall be borne entirely by Ingeteam.

Once this period has expired, costs related only to the on-site working hours required to repair faults covered by the warranty conditions shall not be charged to the Customer, whereas the transfer costs of Ingeteam's technical staff (such as mileage, hours of travel, hours of idle waiting, customs duties, taxes, etc.) shall be borne by the Customer and charged according to Ingeteam's technical assistance rates in force at the moment of the request.

HOURLY RATE		
CODE	GENERAL CONDITIONS – CARRYING OUT OF SERVICES	RATES
000216	For all hours of operational service	€ 100,00
000217	For all hours of travel and/or idle waiting	€ 77,00
000218	For all hours of overtime	€ 117,00
000219	Transfer for each day away from headquarters on the Customer's behalf	€ 100,00
000221	Living expenses (lunch € 20,00, dinner € 20,00, lodging € 80,00, etc.)	Fixed prices
001136	Further expenses (Airtfares/other fares, car hire, materials etc.)	Expenses sheet
000220	Mileage (including motorway tolls)	€ 0,85 per Km.

Transfer costs always refer to the Ingeteam assistance centre nearest the installation site.

DAILY RATE		
CODE	GENERAL CONDITIONS – CARRYING OUT OF SERVICES	RATE
001137	For all hours of operational service and for all hours of travel and/or idle waiting (maximum 8 working hours and in any case no more than 12 hours overall)	€ 1100,00

The daily rate is per person per day (normal daily working hours are 08.30 to 17.30).

The above rates and conditions are valid except where other contracts of **Extended Warranty, Serquality Warranty, Preventive Routine Maintenance** and/or **After-Sales** have been signed between the Customer and Ingeteam.

The rates indicated are subject to an annual increase equal to the index ISTAT (FOI) + 1%.
Net prices. VAT excluded.

* Date(day) /.....(month) /.....(year)

* Customer's legible signature for acceptance

.....

In accordance with and to the effects of Article 1341 Italian Civil Code, the parties state that they have read and fully understood, further stating that they expressly accept and approve, the following clauses of this contract inclusive of the paragraphs and specifications:

CONDITIONS FOR SHIPPING PRODUCTS FOR REPAIR
CONDITIONS OF RETURN FOR REPLACED PRODUCTS

ANNEX "A" - MANUFACTURER'S WARRANTY – BASIC INGECON SUN SERIES PRODUCTS WARRANTY

- 1) Limitations of Warranty
- 2) Warranty exclusions
- 3) Terms and procedures for claiming Warranty rights
- 4) Limitations of Manufacturer's responsibilities
- 5) Technical assistance rates
- 6) Entry in force, application and validity of the Warranty

ANNEX "B" - MARKETED PRODUCTS WARRANTY

- 1) Limitations of Warranty
- 2) Warranty exclusions
- 3) Terms and procedures for claiming Warranty rights
- 4) Limitations of Manufacturer's responsibilities
- 5) Technical assistance rates
- 6) Entry in force, application and validity of the Warranty

* Date(day) /.....(month)/.....(year)

* Customer's legible signature for acceptance

PRIVACY

Dear Customer,

We inform you that, pursuant to the "**Legislative Decree of the 30th June 2003, n. 196**" relating to the protection of persons and other subjects in respect to the treatment of personal information, that – in the case in which you GIVE AFTERWARDS your consent – the information supplied may be treated, directly or even by third parties, to fulfil the obligations foreseen by the law, regulations or community normative, and in particular to perform the integral execution of all of the contractual obligations, also for the following purposes related to services and/or products that are related to the subject of the contract and to their possible integration/evolution:

- a) performing statistic and market studies and research;
- b) delivering advertising and informative material;
- c) performing direct commercial or placing activities;
- d) delivering commercial information;
- e) delivering interactive commercial communications.

In the case you DO NOT GIVE AFTERWARDS your consent, the information provided will be treated exclusively for the purposes that are expressly foreseen. The above-mentioned treatment may be performed by means of paper or computer and/or telematic supports even by third parties for whom the knowledge of your personal data is necessary or functional to operate on behalf of our Company; in any case, the treatment will be always performed in a way to ensure safety and confidentiality to your personal information.

In relation to the treatment of your personal information, you may exercise the rights foreseen by the "**Italian Legislative Decree of the 30th June 2003, n. 196**".

* Date(day) /..... (month) /.....(year)

* Customer's legible signature for acceptance
