

PRODUCT WARRANTY

Titan ES Ltd. 20-year product warranty
for SolaSkirt, SolaMesh and Mesh

COVERAGE

Titan ES Ltd will repair or replace, at no charge, products or parts found to be faulty due to material defects, subject to the exclusions outlined below. This warranty covers SolaSkirt, SolaMesh, Mesh, clamps and pins (as applicable) and is valid for 20 years from the date of installation.

EXCLUSIONS

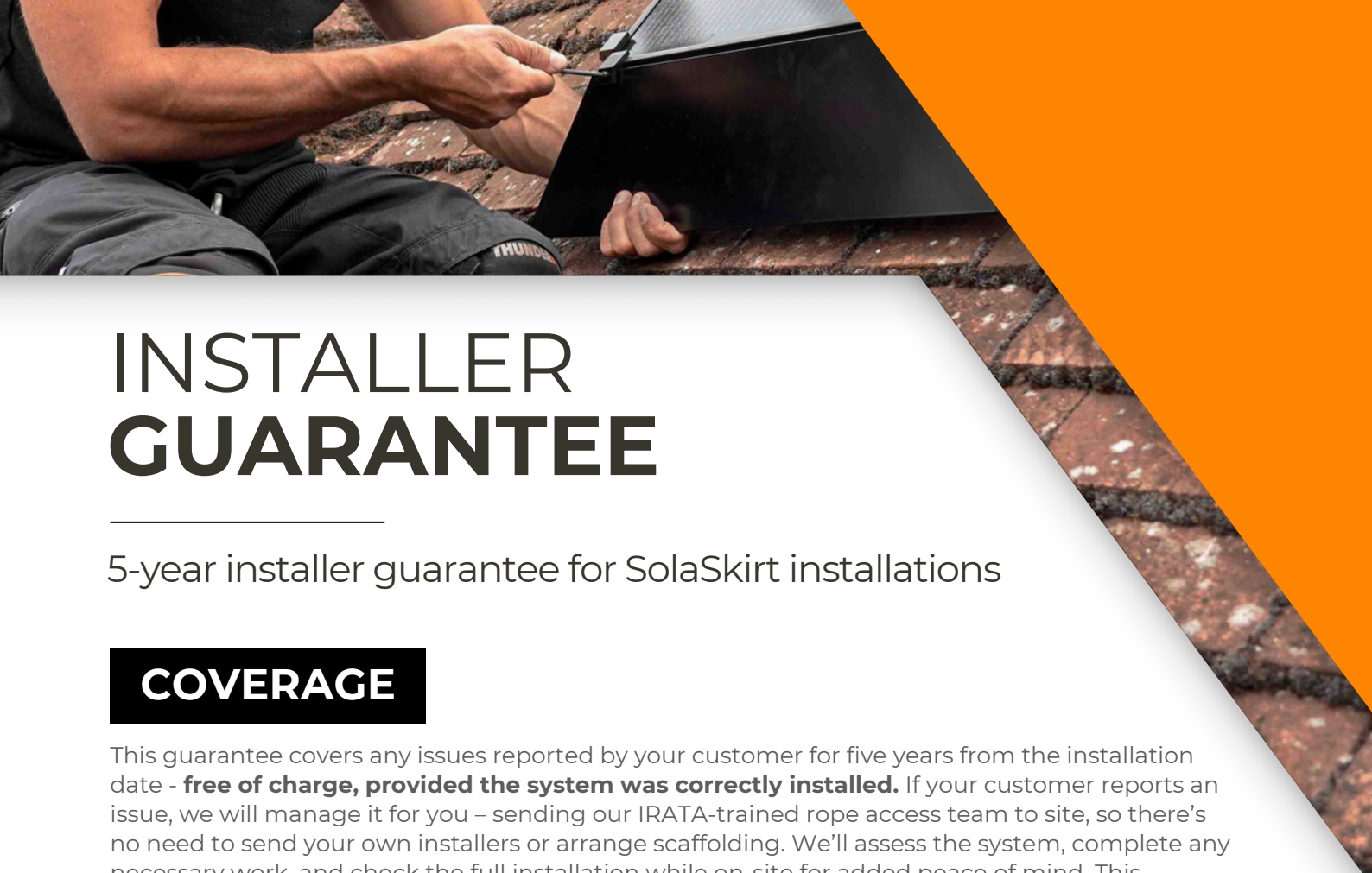
This warranty specifically covers the structural integrity of SolaSkirt products under normal use and excludes any issues resulting from installation. The warranty will be rendered void in cases of unauthorised repair or modification, post-installation damage (whether accidental or intentional), or force majeure events (e.g. lightning strikes).

CLAIMS PROCESS

To initiate a product warranty claim, please contact us with detailed information about the issue, including photographs. Our customer service team will guide you through the subsequent steps, which may include returning the defective parts for evaluation. We are committed to resolving all warranty claims promptly and to your satisfaction.



Product Warranty V3-07-2025
SolaSkirt is a trading name of Titan ES Ltd.
VAT Registration Number: 267113119. Company Registration Number: 10238084.
For warranty service, please contact us at: Phone: 0333 444 2136. Email: info@solaskirt.co.uk.



INSTALLER GUARANTEE

5-year installer guarantee for SolaSkirt installations

COVERAGE

This guarantee covers any issues reported by your customer for five years from the installation date - **free of charge, provided the system was correctly installed.** If your customer reports an issue, we will manage it for you – sending our IRATA-trained rope access team to site, so there's no need to send your own installers or arrange scaffolding. We'll assess the system, complete any necessary work, and check the full installation while on-site for added peace of mind. This guarantee applies to SolaSkirt products purchased directly from us or through an approved distributor, provided they have been properly installed by a professional tradesperson. Any product faults remain fully covered under our 20-year warranty.

EXCLUSIONS

Charges will apply if it is found that the issues are caused by workmanship or installation-related issues. This includes failure to properly push the skirt down, correctly overlap the skirt in the double clamps, fully tighten the grub screws to ensure the skirt is securely held in place, or correctly mitring the corners. Through our own experience, we have determined that in almost every reported case of a detached or rattling skirt, the issue has been traced back to parts having been installed incorrectly. The guarantee is also invalid if any third party modifies, removes, refits, or otherwise interferes with the system after installation, or if damage results from misuse, neglect, unauthorised repairs, alterations, or force majeure events. Titan ES Ltd. shall not be held liable for any injury to persons, or damage to property, resulting from the failure, detachment, or misuse of its products. Responsibility for these issues rests with the installer and should be covered by their own warranty and insurance.

CLAIMS PROCESS

To make a claim, please contact us with details of the issue, including supporting photographs. We will arrange a site visit to resolve the issue; however, if installation errors are identified, a charge will apply. Costs will be confirmed in advance, starting from £100 +VAT, and will vary based on system size and location (with higher charges applicable for remote areas). Agreement to pay these costs (if applicable) will be required in writing before attending site.



SolaSkirt Installer Guarantee V1-07-2025 (replaces: SolaSkirt Installer Warranty V1-2025)

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