



S4 PRODUCT WARRANTY

& INSTALLATION REQUIREMENTS

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1. Product Warranty

S4 Mounting System warrants its genuine S4 mounting system components (including S4 Roofit, S4 Supramount, S4 Sunflow and S4 Baseflow systems) against manufacturing defects, material defects and abnormal material ageing affecting the material integrity or intended functional performance of genuine S4 components for a period of ten (10) years from the date of delivery.

This warranty applies exclusively to genuine S4 components supplied directly by S4 Mounting System or through its authorised distribution network.

This warranty is a product warranty only and does not constitute a roofing warranty, weatherproofing warranty or project performance guarantee.

2. Conditions of Application

This warranty applies provided that:

- The installation is carried out by a competent professional installer with appropriate roofing and photovoltaic installation competence.
- The system is installed in accordance with the applicable S4 installation manual, technical instructions, engineering requirements and technical updates in force at the date of installation.
- Only genuine, unmodified S4 components are used within the installation.
- The installation complies with applicable local roofing standards, building regulations and recognised good roofing practice.
- The system is used within its intended technical scope and project-specific design conditions.

Any material deviation from S4 installation requirements, instructions, approved installation methods or applicable technical documentation may invalidate this warranty to the extent such deviation affects, or may reasonably be expected to affect, the performance, integrity, compliance, watertightness or intended functional performance of the system.

■ 3. Roofing & Waterproofing Responsibility

S4 components are designed to contribute to roof watertightness when correctly installed.

Roof waterproofing performance depends upon roof condition, roof design, substrate suitability, installation quality, flashing integration, roofing interfaces and transitions, compliant overlaps, drainage arrangements and recognised roofing practice.

The installer and/or roofing contractor remain responsible for assessing project suitability and ensuring that roofing interfaces and transitions, flashings, overlaps, drainage, substrate condition, fixing adequacy and weatherproofing provisions are suitable for the specific project and correctly executed in accordance with the S4 installation manual, recognised roofing practice and applicable regulations.

S4 Mounting System shall not be liable for water ingress, moisture penetration or weatherproofing failures resulting from non-compliant installation, unsuitable roof conditions, inadequate drainage, incorrect flashing integration, unsuitable substrate conditions or failure to comply with S4 installation requirements.

■ 4. Project Information, Configuration & Technical Guidance

Any bill of materials (BOM), configuration output, indicative fixing arrangement, clamping layout, wind uplift recommendation, loading assumption or technical guidance provided by S4 Mounting System is prepared solely on the basis of project information supplied by the installer, distributor, contractor or customer.

Such guidance is intended solely to assist installation planning and does not constitute a project-specific engineering assessment, structural verification, roof survey, site inspection, verification of actual site conditions, pull-out verification, wind assessment or confirmation of project suitability.

The installer, roofing contractor, designer and/or responsible project party remain responsible for verifying project suitability, roof condition, substrate suitability, local wind exposure, fixing adequacy, applicable pull-out requirements and compliance with project-specific engineering, regulatory and roofing requirements.

Where uncertainty exists, S4 recommends obtaining advice from an appropriately qualified local engineer, roofing specialist or technical professional.

The final responsibility for project suitability and compliance with site-specific requirements remains with the installer and/or responsible project party.

5. Warranty Exclusions

This warranty does not cover:

- Incorrect, incomplete or non-compliant installation.
- Improper handling, misuse or unsuitable storage.
- Normal wear, cosmetic ageing or environmental discolouration not affecting functional performance.
- Surface or superficial corrosion, oxidation, aesthetic discolouration or coating deterioration not materially affecting structural integrity or watertightness.
- Damage resulting from non-S4 components, unsuitable material combinations, third-party products, modified assemblies or incorrect fixings.
- Defects or failures resulting from unsuitable roof conditions, inaccurate project information, project-specific design limitations or failure to follow recognised roofing practice.
- External causes beyond S4's reasonable control, including extreme weather conditions exceeding project assumptions or legal design limits, accidental damage, vandalism, fire, lightning, theft or force majeure.

6. Remedy & Limitation of Liability

Where a product is confirmed by S4 Mounting System to be defective under this warranty, S4 may, at its sole discretion:

- Repair the defective component; or
- Replace the component with an identical or technically equivalent product.

S4's liability under this warranty shall be strictly limited to repair or replacement of the defective component only.

S4 shall not be liable for labour, access equipment, remedial works, roof repairs, removal, reinstallation, logistics, damage to the building or surrounding property, loss of use, loss of revenue, business interruption, project delay, or any consequential, incidental, indirect or business-related losses arising from the alleged defect, installation, use or performance of the system.

7. Claims

Any warranty claim must be submitted in writing within sixty (60) days of discovery of the alleged defect and shall include:

- Proof of purchase;
- Photographs of the alleged defect;
- Installation details reasonably demonstrating compliance with S4 installation requirements.

Claims should be submitted to: contact@s4mountingsystem.com

Failure to provide reasonably requested supporting information may result in the claim not being accepted.

8. Relationship with S4 Documentation

This document is complementary to, forms part of and shall be read in conjunction with S4 installation manuals, technical documentation, applicable terms of sale and contractual documentation, all of which together govern the intended installation and use of the system.

In the event of inconsistency, the applicable S4 installation manual and technical documentation in force at the date of installation, as made available through the S4 Partner Portal, shall prevail.

Important Notice

For full installation guidance, technical requirements, engineering assumptions and warranty conditions, always refer to the latest S4 installation manuals and technical documentation available through the S4 Partner Portal.



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