Frequently Asked Questions:

1. **Solar yields**: Tagex Energy do not guarantee solar output of any photovoltaic system. Among the factors which affect the output of a grid-tied solar system, the ones that are out of our control include:

   a) Planned and unplanned power outages by the local grid service provider.

   b) Planned and unplanned grid disconnection of the solar system

   c) Theft and vandalism

   A grid-tied system is dependent on a grid connection to maintain functionality.

2. **System warranty**: Tagex Energitechnik provide a 12-month workmanship guarantee which ensures the proper functioning of the installed system. This includes assisting the client with resolving any teething problems that may occur during the initial operations period. Our team design and install the system in a manner that does not violate any product warranties thereby ensuring that all warranties are intact and in effect at the time of commissioning. These warranties include but are not limited:

   - Panel warranty: 12-year manufacturer warranty, 25-year performance guarantee
   - Inverter: 10-year manufacturer warranty
   - Mounting structure: 10-year warranty against product defects and corrosion
   - AC equipment and electronic components (excl. inverters): Standard 2-year warranty
     We assist our clients with warranty claims and because we carry stock of all components, we can assist in keeping system downtime to a minimum.

3. **Monitoring**: Included in all our systems to varying degrees, which we use for data analysis, troubleshooting and fault identification. In most cases, the collection of data from the installed system is helpful in the event of a warranty claim.

4. **System designer**: Tagex Energitechnik is the system designer and EPC contractor to The PPA Company who own and operate PV systems that sell electricity to private clients. We use the same methods to determine solar yields for our clients as we do for The PPA Company. We use PV simulation software to assess the electrical integrity of the system and generate solar yield projections specific to the prevailing weather conditions of the installation location.

5. **Rooftop & Ground mounted installations**: Designed in accordance to the environmental conditions at the installation location. These include:

   i) Minimum & maximum temperatures

   ii) Average & maximum wind velocity

   iii) Humidity and salt corrosion (where applicable)