

Patented. UK Made.

Solve Mount

20 Year Leak-Free
Guarantee

*Sealed by expansion

Solve Innovations Limited

20-Year Leak-Free Guarantee for Solve Mounts

Overview

Solve Innovations Limited (“Solve”) guarantees that Solve Mounts, when correctly installed and used in accordance with Solve’s installation instructions, will not cause roof leaks for a period of 20 years from the date of installation, subject to the conditions set out below.

This guarantee applies solely to leaks originating from the Solve Mount product itself and does not extend to other aspects of the solar installation, roof covering, or any consequential losses.

Conditions of Guarantee

This guarantee applies only where all the following conditions are strictly met:

- SolVe's installation instructions have been followed without any material deviation affecting the sealing function of the SolVe Mount.
- The flange nuts have been locked together, or a Nyloc nut has been used, to prevent loosening of the compression cap.
- The correct sized diamond hole cutter (28 mm) has been used to form the mounting hole.
- The correct SolVe Mount model has been selected for the specific roof covering.
- The SolVe Mount has not been over-tightened to the point where the seal expands beyond the limits of the compression cap diameter.
- The installation has been carried out by:
 - a UK-based installer holding valid MCS certification, or
 - an installer outside the UK holding an equivalent local or national certification applicable in their country, valid at the time of installation
- The installation must have been carried out by an installer who has successfully completed the SolVe Innovations online training course and holds a valid SolVe Innovations certificate number issued upon successful completion of that course.

Scope of Guarantee

Coverage

This guarantee covers leaks caused solely by defects in the materials or manufacturing of SolVe Mounts.

Where such a defect is confirmed, SolVe's sole obligation and the exclusive remedy under this guarantee shall be the replacement of the defective SolVe Mount, subject to the provisions below.

Duration

The guarantee period is 20 years, beginning from the date of installation, subject to successful registration as set out in this document.

Compatibility

SolVe Mounts are designed for compatibility with MCS-certified mounting rails and panels when installed in accordance with SolVe's installation instructions and the rail manufacturer's requirements.

Mandatory Installation Registration

Every installation must be registered for this guarantee to be valid.

- The installer must register the installation via the Installer Dashboard at: www.solveinnovations.co.uk
- Full installation details must be provided, including but not limited to: installer certification details, SolVe training certificate number, product batch and serial number, original purchase receipt or invoice, installation location, date, customer names etc.
- Following installer registration:
 - The customer will receive an automated email containing a link to complete their registration.
 - The customer must confirm the installation and, where applicable, input the installer's MCS number.
- This guarantee is not valid until the customer has completed registration.
- The customer must complete registration within 90 days of installation. Failure to do so will result in the guarantee not being issued.
- Once the guarantee has been applied for, SolVe will issue a unique guarantee reference number which must be provided in the event of a claim
- The guarantee shall be deemed valid from the date of successful registration, subject to compliance with all terms.

Call-Out Deposit

To initiate a site inspection or remedial attendance under this guarantee, a call-out deposit of £150 (excluding VAT) is payable in advance.

- The call-out deposit contributes towards the cost of assessment, administration, and attendance.
- Where SolVe determines that the leak is caused solely by a manufacturing defect in a SolVe Mount, and the claim is accepted, the £150 call-out deposit will be refunded in full or credited against approved remedial works.

The call-out deposit will not be refunded where:

- the leak is determined not to originate from the SolVe Mount; or
- the SolVe Mount has not been installed in accordance with SolVe's installation instructions; or
- installer error, incorrect product selection, over-tightening, or any other non-compliance is identified; or
- the leak originates from any other component of the solar installation, roof covering, or building fabric.

Payment of the call-out deposit does not constitute acceptance of liability and does not guarantee that a claim will be approved.

Remedial Works (Approved Contractor)

Where SolVe determines, at its sole discretion, that a leak is caused solely by a manufacturing defect in a SolVe Mount, SolVe may authorise remedial works to be carried out by an independent contractor approved by SolVe.

In such cases, SolVe may, at its discretion:

- supply a replacement SolVe Mount;
- authorise the approved contractor to carry out remedial works;
- contribute to the cost of labour and associated materials required to reinstate the affected mounting location (including rails, fixings, roof coverings, or panels supplied at cost); and
- make a contribution of up to £250 (excluding VAT) towards access or scaffolding costs, where required.

SolVe does not supervise or control the manner in which remedial works are carried out and accepts no responsibility for the contractor's working methods, site safety management, or compliance with health and safety legislation.

All remedial works must be pre-approved by SolVe in writing.

Transferability

This guarantee is issued to the original system owner and is not transferable unless:

- SolVe is notified in writing, and
- SolVe provides written agreement to the transfer.

Transfer requests must be submitted to:
info@solveinnovations.co.uk

Exclusions

This guarantee does not apply to leaks or issues arising from:

- Failure to follow SolVe's installation instructions, including incorrect hole size or over-tightening beyond permitted limits.
- Use of an inappropriate SolVe Mount model for the roof covering.
- Failure to lock flange nuts together or use a Nyloc nut.
- Installer error, lack of maintenance, unauthorized repairs, or alterations.
- Use of cleaning solvents, chemicals, or sealants (including chlorinated, halogenated, or hydrocarbon-based solvents).
- Installation on a roof unsuitable for the installed solar PV system.
- Failure to perform or adhere to appropriate wind and snow load calculations.

- Intentional or accidental damage.
- Force majeure events, including extreme weather, storms, flooding, fire, or structural movement.
- Any leaks or damage originating from components other than the SolVe Mount itself.
- Any indirect, incidental, special, or consequential losses, including internal water damage, loss of use, or reinstatement costs.

How to Make a Claim

1. Contact SolVe Innovations
 - Visit the “Contact Us” section at www.solveinnovations.co.uk, or
 - Call +44 1202 028630
2. Submit Information
 - Installation registration reference
 - Installer and certification details
 - Description and photographs of the issue
 - SolVe Unique Guarantee Number
3. Inspection
 - No remedial work may be carried out (except where strictly necessary to prevent immediate and significant property damage) until SolVe has had the opportunity to assess the claim.
 - Access, including scaffolding where required, must be provided.
4. Outcome
 - If the claim is accepted, SolVe will proceed in accordance with this guarantee.
 - If rejected, the claimant will remain responsible for all associated costs.

Legal Notes

- This guarantee does not limit or exclude any statutory rights under applicable law.
- If any provision is found unenforceable, the remaining provisions shall remain in full force.
- This guarantee is governed by the laws of England and Wales.

Further Information

For any queries regarding this guarantee, please contact info@solveinnovations.co.uk or visit our website at www.solveinnovations.co.uk

