

## Important customer information for initial mounting service

Dear customer,

Thank you for choosing our high-quality novotegra mounting system! We will be happy to support you with your first installation and come to your construction site for a whole day – free of charge for you! There are a few more important points that we would like to draw your attention to in this context and which we would like to ask you to confirm:

### Initial mounting service

- The initial mounting support is the support for the pure mounting of the mounting system. You therefore have the opportunity to practise professional assembly on this day and receive tips and tricks on novotegra directly from our technician.
- Our staff will instruct you on site about the correct installation of the substructure, taking into account all specifications and boundary conditions of the installation system.
- Our employees at novotegra GmbH are required to install the substructure in accordance with the static requirements.
- Changes made by you or the installer that were not known in advance and may have an effect on the substructure are the responsibility of the installer and may require new planning or rescheduling. This must be decided by the customer.
- The novotegra GmbH employee can only provide advice based on his experience, but cannot make any binding structural statements on site.

### Documentation

The terms and conditions for the free use of the photographs and film footage are available at <https://bit.ly/3h7TI50>

### System planning

- The photovoltaic system is installed according to the customer's planning and specifications, i.e. the arrangement of the system on the roof is to be determined and specified by the customer.
- All information and advice regarding electrics is not the special area of the novotegra employee who comes to your construction site for initial mounting support. Please discuss any electrical questions regarding inverters, cable routing, wiring or similar with your sales contact in advance.
- Changes to the planning at the construction site must be coordinated internally by the customer's fitters in advance or during the installation.

### Accident prevention

- The relevant accident prevention regulations must be complied with and are a prerequisite.
- The construction site is to be scaffolded accordingly for the inspection of the roof.
- In case of doubt, the novotegra GmbH employee decides on site whether initial mounting support can be provided or reserves the right to cancel such support due to insufficient safety precautions.

### Disclaimer

novotegra GmbH must be notified of the responsible site manager within the meaning of the building regulations before the start of the initial installation support. This person shall be responsible for the safety of the construction site, including all construction site facilities, material storage and equipment requiring operation and monitoring. The site manager is responsible for compliance with and monitoring of all accident prevention regulations. It shall take suitable protective and safety measures.

I agree with this approach: