KENO
PEŁNI ENERGII

CLAIMS PROCEDURE

MOUNTING STRUCTURE

For efficient claim handling and to facilitate problem analysis, prepare data according to the guidelines below (depending on the type of construction involved).

Then, the completed notification titled with the full construction name and invoice number should be sent to the following address:

claims@keno-energy.com

I. Pitched roofs (all subgroups)

1) Sales Invoice.
2) Warranty card.
3) When the defect/damage was found (date, time).
4) High-resolution photos:
   a) Four photos showing the layout of the entire installation (front, back, and both sides).
   b) Imaging the defect locally.
   c) Spacing between the mounting points of the structure and on the module used (photo with tape measure).
5) Distance from roof edge.
6) The full name of the modules used.
7) The exact location of the installation (city, street and house number).
8) Building height.

II. Flat roofs (all subgroups)

1) Sales Invoice.
2) Warranty card.
3) When the defect/damage was found (date, time).
4) High-resolution photos:
   a) Four photos showing the layout of the entire installation (front, back, and both sides).
   b) Imaging the defect locally.
   c) Spacing between the mounting points of the structure and on the module used (photo with tape measure).
   d) Angle (If K-07-M or K-07-S design is used).
5) Distance from roof edge.
6) The full name of the modules used.
7) The exact location of the installation (city, street and house number).
8) Building height.

III. Non-invasive

1. Ballast structures (all subgroups)

1) Sales Invoice.
2) Warranty card.
3) When the defect/damage was found (date, time).
4) High-resolution photos:
   a) Four photos showing the layout of the entire installation (front, back, and both sides).
   b) Imaging the defect locally.
   c) Spacing between the mounting points of the structure and on the module used (photo with tape measure).
5) Distance from roof edge.
6) What type of ballast was used?
7) Ballast Placement Plan.
8) The full name of the modules used.
9) The exact location of the installation (city, street and house number).
10) Building height.

2. With bonding plates glued/welded to membrane

1) Sales Invoice.
2) Warranty card.
3) When the defect/damage was found (date, time).
4) High-resolution photos:
   a) Four photos showing the layout of the entire installation (front, back, and both sides).
   b) Imaging the defect locally.
   c) Spacing between the mounting points of the structure and on the module used (photo with tape measure).
5) Distance from roof edge.
6) Technology sheet for roofing paper.
7) The full name of the modules used.
8) Confirmation of CWL Assembler License.
9) The exact location of the installation (city, street and house number).
10) Building height.

IV. Free-standing on the ground

1) Sales Invoice.
2) Warranty card.
3) When the defect/damage was found (date, time).
4) High-resolution photos:
   a) Four photos showing the layout of the entire installation (front, back, and both sides).
   b) With dimensions (photo with measuring tape):
      - Between supports.
      - From the outermost supports to the edge of the last module.
      - The height of the extreme supports from the ground surface.
   c) Imaging the defect locally.
5) Method of anchoring in the ground.
6) The full name of the modules used.
7) The exact location of the installation (city, street and house number).

* In case of doubt, we reserve the right to request additional information, documents or measurements.