



Conergy UK Limited
Luminous House | 300 South Row | Milton Keynes | MK9 2FR | UK

04/10/2013

Dear Customer

Conergy UK Module Warranties

Further to the recent changes to the Conergy Group structure, customers may be concerned about the status of the module warranties on products purchased from Conergy UK Ltd and Conergy Deutschland GmbH.

Conergy modules fall into two main categories. PowerPlus, made by Conergy in Germany, and P-Series Value products made by third parties in Asia. The PowerPlus products were available with an enhanced PremiumPlus warranty from February 2012 for those customers who registered via the Conergy website. Where Value products have been supplied, we can now be transparent about their manufacturer and pass on available warranties.

Despite the recent challenges facing the Conergy Group, Conergy UK Ltd has continued to trade and is now backed by The Kawa Capital Group, a US based investment organisation, who are committed to the long term success of Conergy. All UK based warranty claims and matters will be dealt with by the Conergy UK office.

In order to receive a re-stated warranty for either the PowerPlus or EcoPro ranges of modules, we would kindly ask that all UK end-customers write or send an email to Conergy UK Ltd, info@conergy.co.uk, stating the following system/product details; Full address of installation and system owner, System size, Module type, Serial numbers (if known), Installation date, Installer name.

Should any end customers with P-Series Value modules require any details of their 3rd party warranty, please contact us in the same way.

We will write back to confirm the status of all warranty queries and applications within 28 days. In order to best manage our liabilities we would ask that customers contact us on or before 31.12.2013. We hope this will reassure customers of our continuing commitment to the the products supplied and of our best attention in case of any issues.

Yours faithfully

Robert Goss
Managing Director