

## 1 Basic Definitions

<b>Developer</b>	A company dedicated to the development of photovoltaic plants, being its main activity locating and buying favourable locations, raising capital to fund plant construction, project management and commercialisation of plants.
<b>Utility</b>	A company that produces and distributes electric energy for grid connected consumers.
<b>Institution</b>	A government agency or administrative level interested directly or indirectly in the development of renewable energy. In this category we can find, for instance, energy agencies, government departments and municipalities.
<b>Distributor</b>	A company buying photovoltaic products with the sole purpose of stocking, distributing and reselling them.
<b>Installer</b>	A company whose main activity lies in delivering turnkey photovoltaic plants of any size. Their main added value is technical and legislative know-how and sometimes may subcontract part of the installation work.
<b>Final customer</b>	The owner of a photovoltaic installation.

## 2 Partner Framework

<b>Key account</b>	<p>A <b>Developer</b> developing more than 10 MW of photovoltaic nominal power per year.</p> <p>A large or medium sized <b>Utility</b>.</p> <p>Any large <b>Institution</b>.</p> <p>Any other kind of customer which holds a special kind of interest for Sol3g.</p> <p>Key accounts will be directly managed by Sol3g and will have access to best pricing.</p>
<b>Commercial Agent</b>	<p>Any company or individual executing some kind of commercial intermediation with Sol3g customers.</p> <p>Commercial agents will be recognized and commissioned on an ad-hoc basis after the following general schema:</p> <ul style="list-style-type: none"> <li>• 3% commission if the opportunity is completely managed by agent.</li> <li>• 1,5% if the customer is introduced by agent and Sol3g is actively recommended against other solutions.</li> <li>• 0,5% for references.</li> </ul>
<b>Signed Distributor (SD)</b>	<p>A <b>Distributor</b> who signs a distribution contract with Sol3g.</p> <p>This status is not compatible with being an <b>Installer</b>.</p> <p>A <b>SD</b> will have access to best pricing and rappel volume discounts.</p>
<b>Technical Partner Program (TPP)</b>	<p>This program defines the requirements on technical partners, their rights and their duties.</p>
<b>Certified Technical Partner (CTP)</b>	<p>An <b>Installer</b> who signs the Sol3g <b>TPP</b>.</p> <p>This entitles the company to certify maintenance services.</p> <p>In order to become and maintain its CTP entitlement the partner must:</p> <ul style="list-style-type: none"> <li>• Pay an initial program member fee.</li> <li>• Conduct a training program and certify dedicated maintenance technicians.</li> <li>• Pay a yearly certification fee related to the yearly amount of certified KWs.</li> </ul>

### 3 Maintenance Program

<b>Installation Kick-Off Certification (IKOC)</b>	Any installation based on Sol3g products will have to be certified by a <b>CTP</b> in order to allow its kick-off, this initiating the <b>Production Guarantee</b> term.
<b>Certified Maintenance Program (CMP)</b>	<p>A regular maintenance program conducted on critical installation parts during its life time.</p> <p>The <b>CMP</b> should be certified by a <b>CTP</b>.</p> <p>The <b>CTP</b> will pay to Sol3g a yearly fee based on the amount of modules having being certified.</p> <p>Presently, this fee is calculated by the following formula:  <math display="block">\text{CMP fee} = \text{nominal power (kW)} \times 0,006 \text{ €W}</math></p>
<b>Extended Maintenance Program (EMP)</b>	<p>An extended maintenance program conducted on critical installation parts during its life time.</p> <p>The <b>EMP</b> should be certified by a <b>CTP</b>.</p> <p>The <b>CTP</b> will pay to Sol3g a yearly fee based on the amount of modules having being certified.</p> <p>Presently, this fee is calculated by the following formula:  <math display="block">\text{EMP fee} = \text{nominal power (kW)} \times 0,086 \text{ €W}</math></p>

## 4 Guarantee Program

<b>Product Guarantee</b>	<p>5 years time guarantee on materials and manufacture defects which prevent normal product installation, performance or maintenance.</p> <p>Defecting products will be either repaired or substituted by Sol3g.</p> <p>Substituted products will restart its product guarantee term from scratch.</p> <p>Repaired products will have its product guarantee term frozen during the repair time and resumed again once repaired.</p>
<b>Production Guarantee</b>	<p>Sol3g guarantees the production of its photovoltaic products as stated in the following schema:</p> <ul style="list-style-type: none"> <li>• 90% nominal power after 10 years</li> <li>• 80% nominal power after 20 years</li> <li>• 75% nominal power after 25 years</li> </ul> <p>This is subject to the customer having the <b>IKOC</b> passed and following the <b>CMP</b> during the product life.</p>
<b>Integral Product Guarantee</b>	<p>Extended product guarantee term to 25 years.</p> <p>Includes also the production guarantee.</p> <p>This is subject to the customer having the <b>IKOC</b> passed and following the <b>EMP</b> during the product life.</p>