



Roth North Europe A/S  
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## SAFETY NOTICE

Regarding Roth Solar Panel, type Heliostar 252/252 S4 and 218/218 S4 manufactured in the period from 01/2008 until 05/2011 and sold in a period until 05/2012.

Dear customer,

It has come to our attention that in very rare instances – after our product guarantee period has expired – changes to the above mentioned solar panels can occur. The changes could in the rarest of cases lead to quality failures, as per the details below.

### **Background:**

Roth Heliostar solar panels, type 252/252 S4 and 218/218 S4 is a long lasting product with a low degree of maintenance required. However, as the product ages and in combination with local conditions such as extreme weather like snow, storm etc., changes to the solar panel can occur - e.g. the aluminum frame loosening.

This could, if not detected in due time, lead to the glass on the panel coming loose, with the risk of the glass sliding of the panel. (see pictures 3, 4, 5 and 6). As far as we can tell these changes happens very slowly, and by conducting a service check on a regular basis, the changes will be visible long before any critical flaw or failure occurs.

The glass is glued directly on to the solar panel's plastic tub and the aluminum frame is not meant to hold the glass in place but is primarily of a cosmetic character.

*Therefore it must be stressed that the mentioned structural changes on the aluminum frame only in the rarest of cases results in a risk of the glass falling down.*

We would recommend that inspections are conducted and that action is taken accordingly if structural changes to the aluminum frame is found (see pages 4, 5 and 6)

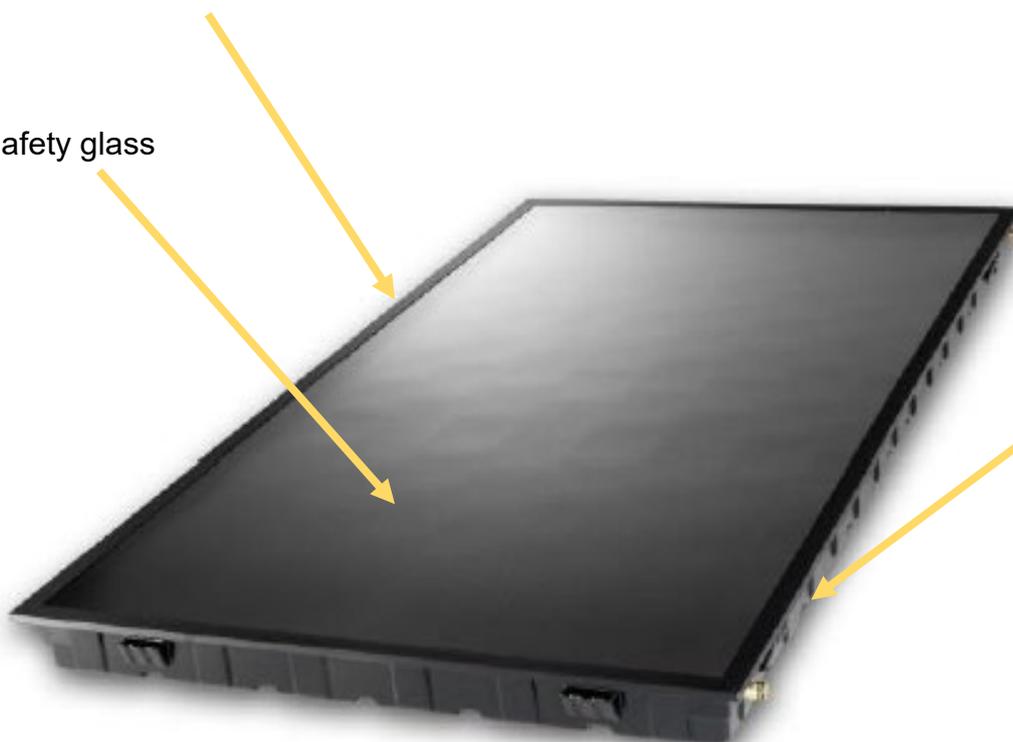
**Heliostar's construction:**

The Roth Heliostar solar panel consists of a plastic tub with a “sun catcher” inside and a glued on solar cell glass made of hardened safety glass. An aluminum frame made out of 4 glass cladding lists are glued all around the plastic tub to protect the panel from water and other external factors.

Aluminum frame

Safety glass

Plastic tub



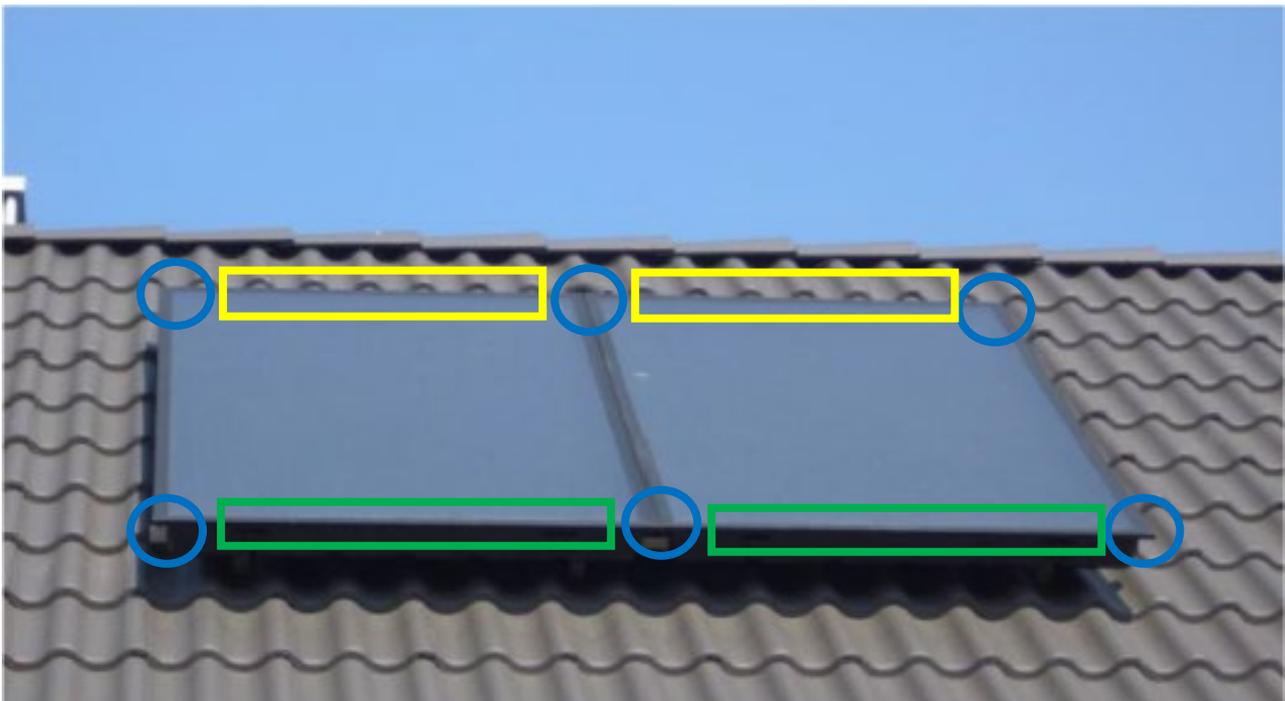
## Inspection:

As mentioned we recommend that a visual inspection of the panels be conducted to check for any of the structural changes described on the following pages 4, 5 and 6.

If the panels are accessible/viewable from the ground using binoculars, a camera with zoom etc., and the changes described on pages 4, 5 and 6 are not identified then no further action is required.

The areas to be checked are the following:

- The corners/miter cuts (blue marking)
- The bottom aluminum frame (green marking)
- The top part of the solar panel (yellow marking)



Working in heights and/or on the roof is of high risk.

DO NOT attempt or conduct such work on your own with out the proper safety measures in place!

**Changes that would require further inspection or action (i-iii):**

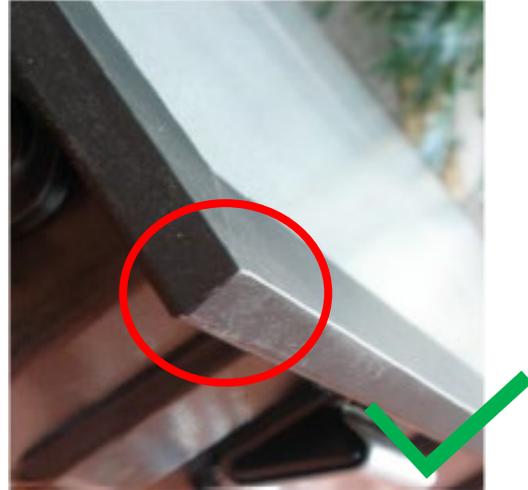
(i)

An early indication that further action in terms of remediation could be required is that the corner joints of the aluminum frame has opened (For reference see pictures 3 and 4)

Picture 1



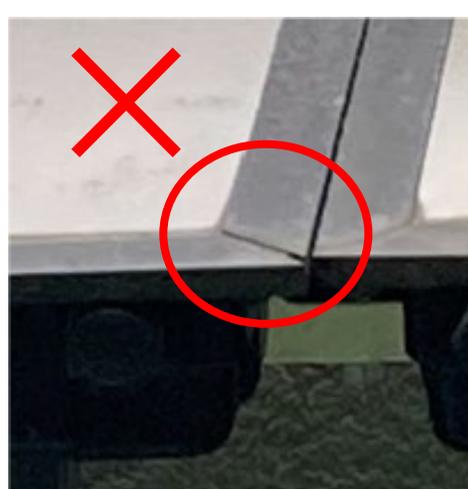
Picture 2



Picture 3



Picture 4



(ii)

The bottom part of the aluminum frame has come loose or has already fallen off. If the aluminum frame falls off, it will rarely fall to the ground but will instead, due to its geometry and low weight, end up in the gutter or stay on the roof structure. This will make it hard to detect as the frame will not be on the ground, but the changes can easily be seen through optic devices. (For reference see pictures 5 and 6)

Picture 5



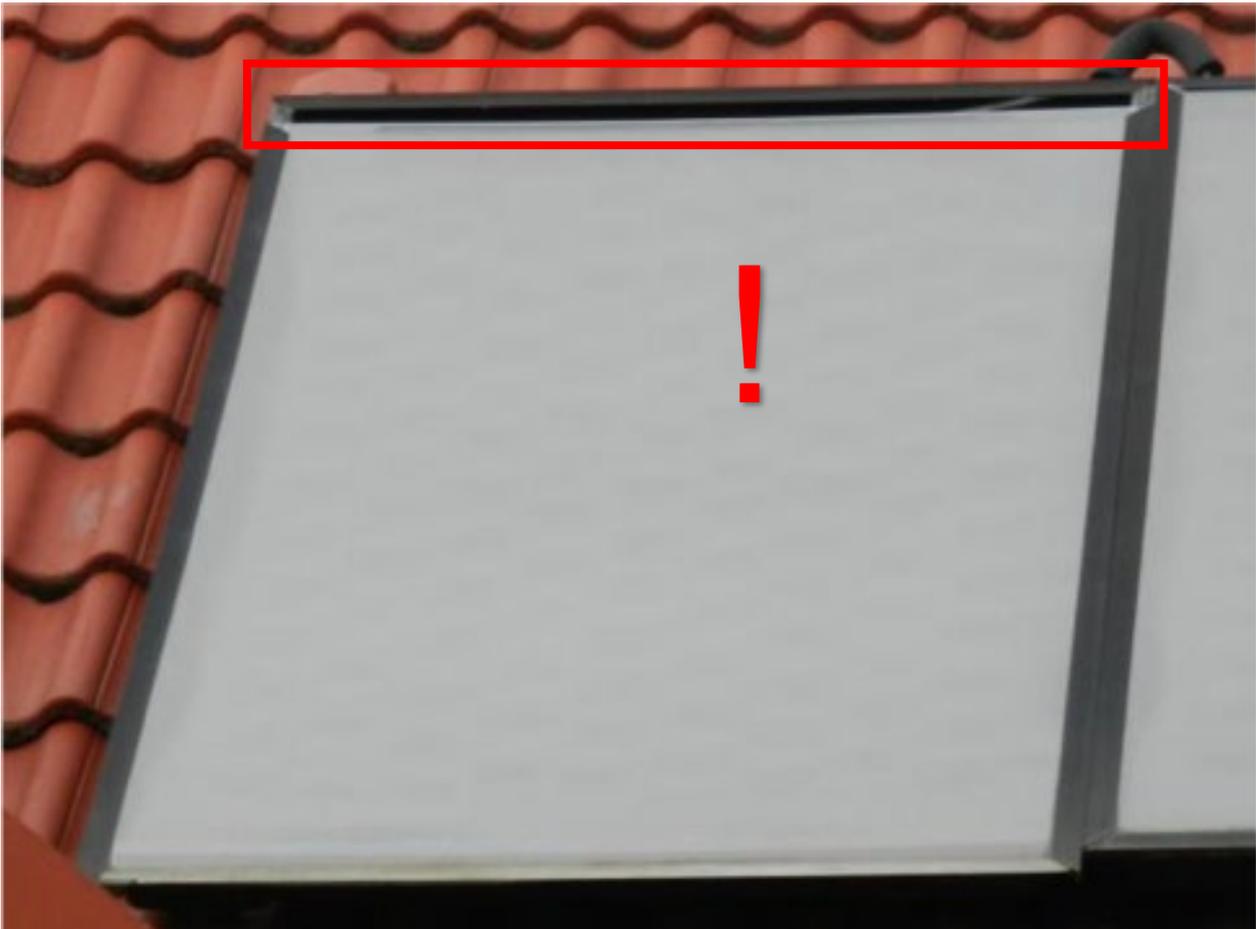
Picture 6



(iii)

The clearest indication on a possible flaw on the solar panel is that the glass has slid down making a visible hole/crack on the top part of the solar panel. (For reference see picture 7)

Picture 7



If changes on the solar panel consistent with picture 7 are detected the solar panel must be taken out of operation and secured safely until remediation has been performed.



In case of further questions or if in doubt you are more than welcome to contact us on e-mail or phone.

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