

No.	Question	Answer
1	What components make up a Solar Power System?	A solar power system is made up of the following components: • Inverter • Solar Batteries • Solar Panels • Solar Peripherals used in the connections of the system
2	What does an inverter do?	Inverters play an important role within the solar power system. This device converts direct current (DC) produced by Solar Panels into alternate current (AC) to be consumed by households/businesses.
3	What does a solar battery do?	Solar Batteries are used to store power generated by either a solar array or grid-supplied power to ensure that you have electricity available when there is no supply from the grid. Solar batteries do not work on their own as they require other equipment to manage the charge and discharge rate, manage the overall health of your battery bank.
4	What does a solar panel do?	The most known part of a solar power system is the Solar Panel. These panels are made from semiconductor material, such as silicon, installed in a frame with a casing. These panels absorb the sun's rays as a source of energy to generate electricity.
5	What is a solar array and how can they be fitted?	A collection of solar panels that are wired together in clusters to make up an 'array'. Solar power systems can consist of multiple arrays depending on the desired output. Fitment of these solar panels can be done, in the following ways: 1. Carport-mounted: solar array is retrofitted above an existing carport, or a purpose-built structure is installed that integrates solar panels as the roofing of the carport; 2. Ground-mounted: solar panels are held in place by racks or frames that are attached to ground-based mounting supports; 3. Mobile structure: solar array is fitted to a mobile structure e.g., a trailer; 4. Pole-mounted: pole is driven directly into the ground or embedded in concrete and solar panels are securely mounted at the top; 5. Roof-mounted: solar array is installed on the rooftop of a building.
6	What cover does Hollard offer our Business clients under the Solar Power section?	Cover granted under Solar Power section includes: Sub-section A – Property • Fire, Lightning and thunderbolt; • Subterranean fire, explosion and earthquake; • Special perils such as:

		Storm, wind, water, hail or snow; • Theft; Sub-section B – Liability Sub-section C – Accidental Damage
7	Will Hollard cover the solar power system if it is damaged as a result of Grid failure?	No, Grid failure is an exclusion under the policy wording and any loss or damage as a result of Grid failure is excluded.
8	Will Hollard cover the solar power system if the damage resulted from power surge during loadshedding?	Yes, power surge as a result of Loadshedding will continue to be covered up to the limits provided in the wording and subject to the relevant terms and conditions in the policy. Please carefully note the differences between Loadshedding and Electricity Grid Failure in our wording.
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10	What requirements does Hollard have for theft cover?	The theft must be accompanied by visible signs of forcible and violent entry or exit from the Insured's premises.
11	Does the burglar alarm apply to the solar power section?	Yes, the burglar warranty has been incorporated into the wording for this section of the policy and applies to both internal contents such as batteries and inverters as well as externally fitted solar panels.
12	Some of these solar power systems are very expensive and are financed through financiers. How will Hollard, handle indemnity in the instance that these systems are damaged by a defined event?	The hire purchase/finance agreements clause will apply in terms of the wording. Credit shortfall cover has also been automatically included up to 20% of the replacement value of the solar power system.
13	What value do you need to insure the solar power system for?	Cover is based on new replacement value, meaning that the sum insured must represent the value of the equipment when new as at the time of loss. Otherwise, the claim will be reduced by the proportionate difference between the actual new replacement value and the sum insured.
14	What are the installation requirements that Hollard have for these systems?	The following warranty is included in the Hollard Business Policy wording: We require that the Solar Power System(s) be installed on Your insured premises and must comply with the following requirements for Us to cover any valid claim for loss or damage to the Solar Power System(s): • the solar power system must be installed by an accredited electrical contractor as recognised by the Department of Labour; • installation must be accompanied by and comply with: • a valid Electrical Certificate of Compliance (CoC); • the latest edition of SANS 10142-1 (Wiring); • NRS 097-2-1 (utility interface/inverter); • any other regulatory requirements (where applicable); • relevant municipal by-laws; - the solar power system must be regularly maintained and kept in good working order; - the Insured's staff must be educated and trained in the operation of such Solar Power System(s) installed on the insured premises; - all bushes, grass, weeds and other flammables within a 5m (five metre) radius of the solar power system must be cleared and regularly maintained;