



FAIRFIRST INSURANCE LIMITED
Access Towers II (14th Floor), No. 278/4,
Union Place, Colombo 02, Sri Lanka
Tel: +94 11 2428428 | Fax: +94 11 2438438
| Email: info@fairfirst.lk | Website:
www.fairfirst.lk

INSURANCE PRODUCT INFORMATION DOCUMENT (IPID)

Solar Secure Insurance

1. Scope of Cover

Solar Secure Insurance provides protection for residential solar installations, including solar panels, inverters, and associated accessories, against loss or damage arising from fire, natural disasters, electrical faults, and other insured events. The policy also offers additional benefits, including cover for certain related expenses such as debris removal and the transportation of damaged panels.

2. What is covered

The policy provides cover for physical loss of or damage to solar installations caused by insured perils, including fire and lightning, earthquakes, volcanic eruptions, cyclones, hurricanes, typhoons, windstorms, tornadoes, tsunamis, tidal waves, floods, electrical faults, and other insured events.

Addons include

- Legal expenses – up to LKR 5,000
- Debris removal – up to LKR 5,000
- Cost of removing and repositioning the Solar System for building repairs – up to LKR 10,000
- Damage during transport or storage for repair – up to LKR 5,000
- Damage to the building/structure where the Solar System is installed (if not covered elsewhere) – up to LKR 5,000
- Transport of damaged solar panels to service agent – up to LKR 5,000
- Damage to cables caused by animals – up to LKR 5,000

3. What is NOT Covered (At a Glance)

The policy does not cover loss or damage arising from any deliberate act by the insured, normal wear and tear, or mechanical or electrical breakdown.

4. Premium Payment

The full premium is payable as a single payment for the policy period, which is generally one year

5. Policyholders' Obligations

Fairfirst Insurance should be notified immediately of any loss, damage, or circumstances that may give rise to a claim, as well as any defects or operational changes that may affect the risk exposure.

Reasonable steps should be taken to minimise any further loss or damage, and damaged items should be preserved for inspection without being altered or repaired unless the Insurer's consent has been obtained.

All relevant supporting evidence and documentation should be provided, with full cooperation extended during claim investigations.

6. Complaints and Grievance Handling

Step 1 – Contact Fairfirst Insurance:

☎ +94 11 2428282 (8:30 a.m. to 5:00 p.m.)

✉ info@fairfirst.lk

You may escalate concerns to Fairfirst's Risk & Compliance team.

Step 2 – External Escalation (if unresolved):

- Insurance Regulatory Commission of Sri Lanka (IRCSL)
☎ +94 11 2335167 | ✉ info@ircsl.gov.lk | 🌐 www.ircsl.gov.lk
- Insurance Ombudsman
☎ +94 11 2505542 / +94 11 2505041 | ✉ info@insuranceombudsman.lk | 🌐 www.insuranceombudsman.lk

7. Contact Us for More Information

Fairfirst Insurance Limited

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Important Note:

The IPID is intended to provide a summary of the main cover and additional covers, if applicable and key features of the policy and is not personalized to your specific individual needs. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document, The IPID shall not form a part of the policy/contract. Therefore, in case of any conflict, the terms and conditions mentioned in the policy document shall prevail.