

Information on accessibility

sonnen Holding GmbH aims to make its digital offerings accessible to all. This applies in particular to the websites of the sonnen Group (www.sonnen.de, www.sonnen.com.au, www.sonnen.de, www.sonnen.eg, www.sonnen.es, www.sonnen.it, www.sonnen.nl, www.sonnen.pl, www.sonnenusa.com, www.sonnen.se, etc.), the associated online services, and the group's mobile applications (sonnenApp, etc.).

Our efforts are based on the requirements of the Accessibility Enhancement Act (BFSG), the associated legal ordinance, the EN 301 549 standard, and the Web Content Accessibility Guidelines (WCAG) 2.1 in conformity levels A and AA.

Customers can use our digital platforms to access information about the sonnen Group's products and services, submit inquiries, and conclude contracts online. This includes using the website and the sonnenApp to obtain information on energy storage solutions, electricity tariffs, and services; using online services to manage customer accounts, change tariffs, and view contract data; and using mobile applications to control and monitor energy storage systems and participate in the sonnenCommunity. Free materials such as product information, white papers, and brochures are also available for download.

Our digital offerings are designed to be as accessible as possible. Navigation is clearly structured, forms are easy to understand, and operation via keyboard and screen reader is largely possible. We also ensure that contract documents, data protection information, and general terms and conditions are accessible. After completing orders or registrations, a confirmation is provided by email in an accessible format.

The offerings of sonnen Holding GmbH largely meet the requirements of the BFSG as well as the EN 301 549 standard and WCAG 2.1 in conformity levels A and AA. Currently, there are still areas that are not completely accessible. These are being adapted step by step. These include, among other things, alternative texts for some images in order and service areas that are still missing, insufficient color contrasts on individual pages, restrictions on keyboard operation and screen readers in certain submenus and mobile applications, incomplete semantic markup in forms, illogical focus sequences in mobile views, and limited compatibility of certain dynamic content with screen readers.

The sonnen app contains detailed data diagrams designed to support the analysis of various energy flows within the ecosystem. Although considerable efforts have been made to improve the accessibility of these components, the inherent complexity of graphical data visualizations can lead to certain accessibility limitations. A data export with numerical data is available. We are continuously reviewing and improving these features to better support users with different needs.

We are continuously working to address these issues and plan to ensure largely barrier-free use by the end of 2026.

The BFSG does not apply to recorded audio and video content published before June 28, 2025, to documents such as PDF files or presentations posted online before that date, or to third-party content not created or financed by sonnen Holding GmbH. Archived content that is not updated after the cut-off date is also excluded.

This statement was created on September 23, 2025. Our digital services were evaluated on the basis of an internal review and supplementary external tests.

If you encounter any barriers on our websites or have any questions, please contact us at:

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Market surveillance authority of the federal states for the accessibility of products and services in Magdeburg (MLBF) State Administration Office of Saxony-Anhalt. Further details on the responsible market surveillance authority will be provided as soon as it has been formally established.