

## Solaray Energy Retailer's Warranty

Solaray Energy Pty Ltd (Solaray) offers a limited five (5) year 'whole of system' retailer's warranty, and a ten (10) year installation services warranty for any defects in the work carried out installing a solar system or battery at residential premises.

This warranty applies to the customer named in the Solaray quotation.

### The Scope of the System Warranty

During the Term in agreement of five (5) years, under normal use and service conditions, the System will be free from defects in, or a breakdown of, materials or components (the "System Warranty").

During the Term in agreement of 5 years, under normal use and service conditions, Solaray guarantees the system's electrical output during the first five (5) years of the Term shall not decrease by more than manufacturer's warranty.

### The Scope of the Workmanship Warranty

The workmanship warranty covers any defects that arise from the installation of your solar panels, solar inverter, and/or battery at the premises specified in the solar system installation Agreement.

- For all work except the installation or upgrade of a switchboard, the workmanship warranty period is 10 years from the date of completion of the installation.
- For work related to the installation or upgrade of a switchboard, the workmanship warranty period is 1 year from the date of completion of the installation or upgrade of the switchboard.

Where the workmanship warranty applies, Solaray will either (at its discretion and cost):

- re-do or repair the installation; or
- replace any faulty part with a comparable new or refurbished part so that the installation is no longer defective.

### Limitations and Exclusions of the warranty

To the extent permitted by law, claims are excluded from the workmanship warranty where the defect or loss is or has been caused or contributed by:

- improper use of the solar system;
- failure to comply with manufacturer instructions;
- work on the system (including modifying, moving or relocating any part of the system, even if temporary) performed by someone who is an unqualified, unskilled or inexperienced technician.

- Any act, omission, misuse, abuse, or damage (whether wilful, accidental or negligent) caused by the customer or a third party;
- Extreme weather and environmental events such as lightning, floods, and land or building movement.
- Interference from other devices;
- General wear and tear;
- Events outside of design range caused by the distributor or network operator;
- A failure to promptly notify Solaray of any defects. You need to regularly check your system is working properly; or
- any works or parts which were not part of the installation services Agreement.

You must provide all reasonable assistance to Solaray to help us diagnose and remedy any defects over the phone. If you do not do so, costs to attend your premise may not be covered by this workmanship warranty.

#### How to claim under this warranty

To claim under this warranty, please contact Solaray by one of the following means:

- Address: Unit 3, 9 Kildo Crescent Glendenning 2761 NSW, or email: [support@solaray.com.au](mailto:support@solaray.com.au), or phone: 1300 221 586.

You will need to provide:

Your name, address, contact telephone number and your quote number, the nature of the defect, evidence of the defect.

#### You have other statutory rights

This workmanship warranty applies in addition to any statutory rights or remedies you may have, including under the Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

#### Solaray Energy

This workmanship warranty is provided by Solaray Energy Pty Ltd (ABN 80 103 836 497) that entered into the installation services Agreement with you.