

AUSUNTECH ENERGY 5-YEAR INSTALLATION WARRANTY FOR SOLAR SYSTEMS

At Ausuntech Energy we offer a 5-year whole system installation warranty independent and in addition to the product warranties provided by the component manufacturers that make up the Solar System. This means that if a solar system installed by us is faulty or defective in relation to the products supplied or installation workmanship, we will rectify it or replace it. Details of the warranties offered on each product which forms an element of the customer's solar system (such as solar panels, inverters and mounting frames) are available at manufacture websites.

Effectiveness

This warranty only comes into effect the day installation is complete. Rectification of any warranty work will only take effect after all amounts owing in relation to the solar system has been met.

This warranty is void if:

- anyone other than an Ausuntech Energy's authorized personnel works on (including repairing or altering the system) the solar system at any time; or
- the customer fails to comply with all reasonable instructions provided by Ausuntech Energy (whether written or verbal) in relation to the operation and care of the solar system.

Exclusions

This warranty does not cover:

- damage caused to the system by weather or natural events. Ausuntech Energy recommends that the solar system is covered under a home insurance policy to cover such events.
- the customer's existing electrical installation, wiring or fuse box;
- normal fair wear and tear;
- any malicious damage or abuse;
- damage caused by vermin, animals or pests;
- corrosion, oxidization, discoloration by mould, or the like;
- damage caused by 'acts of God', improper voltage or power surges, accidents or other acts beyond Ausuntech Energy's reasonable control;
- any damage to the customer's property caused by the solar system failing or breaking;
- any alterations to the customer's property which are a necessary consequence for the provision of the installation services; or
- any damage of any kind that was not reasonably foreseeable or that could not have been expected to result from
 - a failure to provide the installation services as required by your agreement with us; and/or
 - the installation services failing to meet any consumer guarantee set out in the Australian Consumer Law.

Australian Consumer Law Guarantees and Remedies

Our installation services come with guarantees implied or specified under Australian Consumer Law.

In the event of a problem with any of the installation services which is not defined as a 'major failure' under the Australian Consumer Law and which is capable of being remedied, the customer must provide Ausuntech Energy with an opportunity to remedy the problem at no cost to the customer within a reasonable time frame. In the event of a problem with any of the installation services which is defined as a 'major failure' under the Australian Consumer Law or which is not capable of being remedied, the customer is entitled to one of the following options:

- cancel the agreement with Ausuntech Energy and receive a refund; or
- receive compensation for the difference in value of the installation services delivered and what was paid for by the customer. The customer is also entitled to compensation for any reasonably foreseeable loss or damage resulting from:
 - Ausuntech Energy's failure to provide the installation services as required by the agreement with between the customer and Ausuntech Energy; and/or
 - the installation services failing to meet any consumer guarantees under the Australian Consumer Law.

Ausuntech Energy will not be liable to the customer for any personal injury or any loss or damage of any kind that was not reasonably foreseeable or that could not have been expected to result from the circumstances set out above.

What happens after 5 years:

In the event of a fault or defect, the customer can still rely on the product warranties provided by the manufacturers of the components supplied as part of the solar system (for example, the 25-year performance warranty associated with Solar Panels). Ausuntech Energy is your first point of contact and will aid in obtaining warranty resolution from the relevant manufacturer.



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