



## 10 YEARS WHOLE OF SOLAR PV SYSTEM WARRANTY

Solarpro is committed to very high standards in labour and products. We select products with industry standard or higher manufacturers' warranties. We apply strict training and checking protocols to all our installations. As a demonstration of our commitment we provide "the purchaser" with a warranty for our labour and the products used in our solar PV system installations ("solar PV system") for a period of 10 years.

This warranty recognises that certain products might have a warranty that exceeds 10 years e.g., solar panels and inverters. It in no way jeopardises or changes the purchaser's rights under the manufacturers' warranty. It is designed to give the consumer cover where the manufacturer of a smaller part e.g., an isolator may have a warranty of less than 10 years.

The following warranties exist over and above your consumer's rights under consumer guarantees in Australian Consumer Law.

1. Solarpro provides the purchaser with a labour warranty of 10 Years on solar PV systems that have been installed by Solarpro employees or its contractors. If your solar PV system ceases to function as a direct consequence of an error by Solarpro's installers, the error will be corrected as urgently as possible at no cost to you.
2. Solarpro provides the purchaser with a retailer's warranty for a period of 10 years on the operation and performance of the whole solar PV system, including labour and products. When the solar system has been sold and installed by Solarpro employees or its official representatives:
  - (2.1) For a period of 10 years from the commissioning of the solar PV system. The purchaser is entitled to claim a remedy from Solarpro if the goods or services related to the operation and performance of the solar PV system do not meet a consumer guarantee or other retailer's warranty. The purchaser is not entitled to claim a remedy for loss of power generated.
  - (2.2) Solarpro will implement warranty repairs or replacements in a timely fashion. Solarpro is not responsible for delays outside its control e.g, obtaining a part or bad weather.
3. The consumer is not entitled to a remedy from Solarpro when it does not meet a consumer guarantee or warranty due to something:
  - (3.1) someone else said or did (excluding Solarpro's employees or representatives); or
  - (3.2) beyond human control that happened after the goods or services were supplied (e.g., force majeure events, possums, extreme weather), or
  - (3.3) the panels are not solar PV panels e.g., they are solar pool heating panels or a solar PV hybrid panel.