

WARRANTY POLICY

1. WARRANTY TERMS

GreenLight Energy Solutions provides a 10 year warranty on the installation and components making up your solar power system or battery system.

This means that if any component of your solar power system or battery system which was installed by us or on our behalf fails or breaks within 10 years of the installation date, we will provide you with a remedy as set out below (**Components Warranty**).

This means that if the solar power system or battery system installed by us or on our behalf fails or breaks within 10 years of the installation date due to defective performance of installation services, we will provide you with a remedy as set out below (**Installation Warranty**).

Together the Components Warranty and the Installation Warranty comprise GreenLight Energy Solutions System Warranty.

Components Warranty

Warranty on the components of the solar system are in accordance to the manufacturers warranty of the component. Green Light Energy Solutions will only recommend products that have a 10 year warranty, or 5 years warranty that is extendable for an additional 5 years.

- a. Warranty Period for 25 Years applies on Panel Performance, minimum of 10 years Panel Product Warranty, depending on the panels chosen by the client, and in accordance with the panel manufacturer's warranty requirements.
- b. Warranty Period 10 Years applies to the Inverter
The warranty is on the provision that the client agrees to purchase an inverter that has a 10-year warranty, or a warranty that is extendable to 10 years, and complete the extension on the warranty in the required time frame, providing Green Light Energy Solutions proof of the warranty extension.
- c. Warranty Period for 10 Years applies to Installation and Workmanship

Installation Warranty

Green Light Energy Solutions warrants its installation on materials and workmanship. At the time of installation Green Light Energy Solutions details and notifies the property owner on cracked tiles that are present at the time of installation. Should any damage occur to tiles as the result of the installation, Green Light Energy Solutions Installers will organise for the replacement and/or repair of the tiles.

Warranty Liability

Green Light Energy Solutions liability for goods and services is limited to making good any defects by repairing the same or at Green Light Energy Solutions option by replacement, within a period not exceeding ten years after the goods have been installed provided that:

- a. Full Component warranties are in place by the client.
- b. Defects have arisen solely from faulty materials or workmanship;
- c. The goods have not received maltreatment, inattention or interference;
- d. Accessories of any kind used by you are manufactured by or approved by Green Light Energy Solutions;
- e. The seals of any kind on the goods remain unbroken; and

- f. The defective parts are promptly returned free of cost to Green Light Energy Solutions.

Green Light Energy Solutions Conditions for warranty include:

- a. Green Light Energy Solutions shall not be liable for and you release Green Light Energy Solutions from any claims in respect of faulty or faulty or defective design of any goods supplied unless such design has been wholly prepared by Green Light Energy Solutions and the responsibility for any claim has been specifically accepted by Green Light Energy Solutions in writing and Green Light Energy Solutions shall not be liable for and you release Green Light Energy Solutions from any claim in respect of loss or damage resulting from incidents involving foil insulation installed and inspected by others.
- b. It is a condition of Warranty that the solar system is cleaned every 24 months by a CEC qualified Solar Electrician/Installer.

Green Light Energy Solutions Exclusions for warranty are:

- a. repaired breaks or any joins to sensor wire or any damage caused to sensor wire; your existing electrical installation, wiring or fuse box;
- b. normal fair wear and tear or system consumables;
- c. any malicious damage or abuse or damage caused by insects, vermin, animals or pests; corrosion, oxidization, discolouration by mould, or the like;
- d. damage caused by 'Acts of God', weather, improper voltage or power surges, accidents or other acts beyond our reasonable control;
- e. any damage to your property caused by the solar power system or battery system failing or breaking; any alterations to your property which are a necessary consequence of the provision of our services;
- f. any damage caused by an unskilled, unqualified or inexperienced person working on (including cleaning, repairing or altering) the solar power system or battery system at any time;
- g. damage caused by your failure to carry out reasonable (every 2 years) maintenance on the solar power system or battery system or its surrounds in accordance with the documents provided to you by Green Light Energy Solutions; or
- h. any damage or loss of any kind that was not reasonably foreseeable or that could not have been expected to result from a failure to comply with the Components Warranty and/or the Installation Warranty.

2. TRANSFERABILITY

Green Light Energy Solutions Warranty is transferable by the original purchaser of the solar power system or battery system to any subsequent purchaser of the premises at which the solar power system or battery system remains installed. Green Light Energy Solutions does request that with change of ownership that they are advised of the change of ownership. This can be done by email to admin@greenlightenergysolutions.com.au

3. MAKING A CLAIM

If your solar power system or battery system fails or breaks you are required to have the system assessed by a CEC qualified Solar Electrician/Installer. Green Light Energy Solutions will happily organise this for you, as we will be able to determine if you have an entitled to make a claim on your warranty and can ensure that the required process for the warranty is followed by from the start.

In order to make a claim against us, you must send a letter or email us, using the contact details set out below.

In your notice you must provide:

- details to support your claim, including whether you believe the Components Warranty and/or the Installation Warranty has been breached;
- a copy of your invoice, receipt or any other document which provides proof of purchase of the installation services; and details of how we should contact you.

We will contact you within a reasonable time after receipt of your claim to discuss you claim.

4. YOUR RESPONSIBILITIES

When your solar power system or battery system is installed, you will be provided with documents from Green Light Energy Solutions, or the relevant manufacturer which explain a recommended maintenance routine for your solar power system or battery system and advice on how to monitor their performance.

In order to have the benefit of the Green Light Energy Solar System Warranty:

- you must have complied with all reasonable instructions (whether written or verbal) in relation to the care, repair and use of the solar power system or battery system;
- you must not have misused, neglected, damaged or modified the solar power system or battery system;
- no-one, other than a qualified solar electrician can have worked on (including repairing or altering) the solar power system or battery system at any time.

In determining whether any compensation is payable to you we may take into account how much time has passed between:

- when it would have been reasonable for you to have become aware of a fault or problem with your system (for example, by monitoring your system's performance in accordance with the documents provided to you at the time of installation, by checking your bill each billing cycle or by checking available online electricity data); and
- when you made contact us to report that fault or problem.

5. REMEDIES

If we determine that there has been a breach of the Components Warranty and/or the Installation Warranty Green Light Energy solutions will ensure that there is an agreeable remedy, you must provide us with an opportunity to remedy the problem free of charge within a reasonable time.