



SOLAR SYSTEM WARRANTY

1. WARRANTY TERMS

Green Valley Solar offer a 5 year warranty on the operation and performance of your PV solar system. This means that if any component of your solar system which was installed by us or on our behalf fails or breaks within 5 years of the installation date, we will provide you with a remedy as set out below

We also offer a 10 year warranty on the installation services relating to your solar system (Workmanship Warranty). This means that if the solar 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.

Together the Operation and Performance Warranty and the Workmanship Warranty comprise Green Valley Solar's System Warranty.

2. TRANSFERABILITY

Green Valley Solar's System Warranty is transferable by the original purchaser of the solar system to any subsequent purchaser of the premises at which the solar system remains installed.

3. YOUR RESPONSIBILITIES

When your solar system is installed, you will be provided with documents which explain a recommended maintenance routine for your solar system and advice on how to monitor its performance. In order to have the benefit of the Green Valley Solar's 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 system;
- you must not have misused, neglected, damaged or modified the solar system;
- no-one, other than a qualified solar electrician can have worked on (including repairing or altering) the solar system at any time.

4. REMEDIES

If we determine that there has been a breach of the System Warranty but the failure is not a major failure and is capable of being remedied, you must provide us with an opportunity to remedy the problem free of charge within a reasonable time.

If we determine that there has been a breach of the System Warranty and the failure is a major failure or is not capable of being remedied, you are entitled to:

- cancel your agreement with us and get a refund; or
- Allow Green Valley Solar (at it's own cost) to replace any faulty part with a comparable new or refurbished part so that the installation is no longer defective.

5. EXCLUSIONS

Green Valley Solar's System Warranty does not include:

- your existing electrical installation, wiring or fuse box;
- any malicious damage, abuse or improper use of the solar system;
- damage caused by vermin, animals or pests;
- oxidization, discolouration by mould, or the like;
- damage caused by 'Acts of God', improper voltage or power surges, accidents or other acts beyond our reasonable control;
- any damage to your property caused by the solar system failing or breaking;
- any alterations to your property which are a necessary consequence of the provision of our services;
- any damage caused by an unskilled, unqualified or inexperienced person working on (including repairing or altering) the solar system at any time;
- any work on the system (including modifying, moving or relocating any part of the system, even if temporary) performed by someone other than us or our installer;
- failure to comply with manufacturer instructions;
- failure to adhere to maintenance requirements set out in the Green Valley Solar Info Pack provided to you upon completion of the installation
- 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 System Warranty.

6. JURISDICTION & STATUTORY RIGHTS

Green Valley Solar's System Warranty is to be construed in accordance with the laws of Victoria and any disputes will be determined by the exclusive jurisdiction of the courts of Victoria. In addition to Green Valley Solar's System Warranty our goods and services also come with further guarantees that cannot be excluded under the Australian Consumer Law. Please note that in addition to the rights and remedies set out in this document, you may also have other rights and remedies available to you under the 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.

7. MAKING A CLAIM

To make a claim under this warranty, please contact MPP Electrical Services (trading as Green Valley Solar) in one of the following ways;

Address: 116 Monbulk Seville Rd, Silvan, VIC, 3795

Email: sales@greenvalleysolar.com.au

You will need to provide:

Your name, installation site address and contact telephone number

Outline of the nature of the system defect

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