

SYSTEM WARRANTY POLICY

This System warranty policy along with the Terms and conditions forms the Agreement.

1. TERMS OF THE WARRANTY

Greenlight Energy Solutions offers a 5 year-whole of system retailers warranty along with the below mentioned warranties.

a. Components Warranty

Greenlight Energy Solutions offer a 5-year warranty on the components which comprises of 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 5 years from the installation date, we will provide a remedy as per the terms and conditions and clause 5 of this Warranty document.

b. Installation warranty

Greenlight Energy solutions offers a 10-year warranty on the operation and performance of the whole system, materials and workmanship for their installation services ("Installation warranty") relating to your solar power system or/and battery system installed by us or on our behalf within 10 years from the installation date. This means that if the solar power system or battery system installed by us or on our behalf fails or breaks within 10 years from the installation date due to defective performance arising due to installation, we will provide you with a remedy as per the terms and conditions and as per clause 5 of this warranty document.

c. Performance Warranty

Greenlight Energy Solutions offers a warranty for a period of 5 years from the date of installation with respect to the operation and the performance of the system which includes warranty towards workmanship as well.

2. TRANSFERABILITY OF THE WARRANTY

System 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. The change of ownership has to be advised to Greenlight Energy Solutions orally or through email to the address provided in clause 9 of this document.

3. MAKING A CLAIM ON THE WARRANTY

If your solar power system or battery system fails or breaks and you believe that this due to a breach of the Components Warranty or the Installation Warranty you may be entitled to make a claim against Greenlight Energy Solutions.

In order to make a claim, a letter or email in writing to be send to us as per clause 9 of this document.

Notice must have the following details to assist with your query:

- a. details to support your claim which includes the breach of warranty with respect to the Components Warranty or the Installation Warranty or others, if any.
- b. a copy of invoice, receipt or any other document which provides proof of purchase of the installation services; and details to contact you.

A reply will be provided by Greenlight Energy Solutions within a reasonable time after receipt of the claim to discuss the claim made.

4. YOUR RESPONSIBILITIES

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

- b. 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;
- c. you must not have misused, neglected, damaged or modified the solar power system or battery system;
- d. Only a qualified solar electrician should have worked on (including repairing or altering) the solar power system or battery system at any time.
- e. A complaint has to be raised as soon as possible when you have become aware of a fault or problem with your system which can be identified for example, by monitoring your system's performance in accordance with the documents provided to you at the time of installation or by checking your bill each billing cycle or by checking available online electricity data.
- f. Any compensation is payable to you is determined based on how much time has elapsed between you becoming aware of the problem and time you actually contact us to report the same.

5. REMEDIES

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

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

- a. cancel your agreement with us and get a refund; or
- b. be paid compensation for the difference in value of the goods and services delivered and what was paid for.
- c. If we determine that the Components Warranty and/or the Installation Warranty have been breached, we will also pay the substantiated reasonable expenses incurred by you in making your claim.

6. EXCLUSIONS

Greenlight Energy Solutions System Warranty does not include:

- 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. system consumables;
- c. any malicious damage or abuse or damage caused by vermin, animals or pests; corrosion, oxidization, discolouration by mould, or the like;
- d. damage caused by 'Acts of God', 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 repairing or altering) the solar power system or battery system at any time;
- g. 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.

7. JURISDICTION

Greenlight Energy Solutions System Warranty is to be construed in accordance with the laws of New South Wales and any disputes will be determined by the exclusive jurisdiction of the courts of New South Wales. Both the parties to exhaust the options mentioned in terms and conditions before proceeding with the court of New South Wales.

8. CONSUMER GUARANTEES

In addition to Greenlight Energy Solutions System Warranty our goods and services also come with guarantees that cannot be excluded under the Australian Consumer Law. Kindly note that in addition to the rights and remedies set out in this warranty document, other rights and remedies are available to you under the law.

9. CONTACT DETAILS

You can reach us on email: admin@greenlightenergysolutions.com.au

Or

Our Address:
4/111 Henry Street
Penrith NSW 2750

Or

Contact number:1300 778 257