



## WARRANTY POLICY SOLAR PV SYSTEMS

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### WARRANTY

Independent from and in addition to the Product Warranties provided by the component manufacturers and any warranties implied or specified under Consumer Law, Enter Energy & Water backs all its systems with a full 5 year "Whole of System" warranty which includes on-site rectification.

**What it covers:** If during the first five years of operation, your system suffers a fault or defect in relation to the products supplied or the installation workmanship, then Enter Energy & Water will rectify your system at no cost to you. Enter Energy & Water will also repair any damage or leaks caused by it or its contractors during the installation process, subject to Enter Energy & Water being notified of such damage as soon as you become aware of, or should have reasonably become aware, of the damage. This covers all related costs in relation to repair and/or replacement of components and/or damage and the associated on-site labor. Our Goods come with guarantees that cannot be excluded under the Australian Consumer 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.

**Conditions and what is not covered:** Damage caused to the system by weather or natural events (we recommend that you have your solar system covered under a home insurance policy to cover such events). Fault or damage caused by external factors or events (for example vandalism). Faults or damage caused by tampering with or repair or modification by a party other than Enter Energy & Water. Items that are visual in nature or do not affect the performance of the system. Faults or damage caused by the electricity grid. Non-compliance with operating instructions. Incidental or consequential loss in relation to a fault or defect.

**What happens after 5 years:** In the event of a fault or defect, you can still rely on the product warranties provided by the manufacturers of the components supplied as part of the system (for example, the 25 year performance warranty associated with Solar Panels). Enter Energy & Water is your first point of contact and will provide assistance in obtaining warranty resolution from the relevant manufacturer. Many of the products we supply come with an on-site labor warranty (providing coverage after 5 years). You should consult the relevant warranty documentation in relation to the specific products you are considering to determine if labor is covered after 5 years. Product Warranty documents relevant to the products we provide for each particular project will be sent with the owners manual and installation certification documentation after installation is complete.