

Smart Energy Answers

Whole of System Warranty & Onsite Service

This warranty exists over and above the consumer's rights under consumer guarantees in ACL.

Independent from and in addition to the 10 year workmanship warranty offered and the Product Warranties provided by the component manufacturers and any warranties specified under Consumer Law, Smart Energy Answers back all its systems with a full 5 year "Whole of System" warranty which includes system's Operation and Performances.

WHAT IT COVERS:

The warranty covers all related costs in relation to repair and/or replacement of components and the associated on-site labour.

The Client is entitled to claim a remedy if the goods or services do not meet a consumer guarantee, system performances or retailer's warranty.

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, Smart Energy Answers will rectify your system at no cost to you.

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 building 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 Smart Energy Answers.

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.

If The Client undertakes servicing of the system through another party who is not a qualified, skilled, trained & experienced technician.

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).

Smart Energy Answers 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 labour warranty (providing coverage after 5 years). Product Warranty documents are available at

<https://www.smartenergyanswers.com.au/warranties/>