



POWERING A  
BETTER FUTURE

# WARRANTY INFORMATION

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Soltek Energy are proud to adhere to a strict and selective process when choosing our business partners and the brands/products that we offer.

Our products and brands are Internationally recognised and trusted, are supported by Australian warranties and guarantees and have local representation with offices located within Australia.

## PRODUCT WARRANTY

All Soltek Energy customers can be assured that only the most premium brands of panels, inverters, home battery, heat pump, heat pump pool heater, installation equipment is used and included in our suite of products. Should the product fail to meet performance standards or durability criteria, be faulty or otherwise, the warranty claim procedures must be followed as instructed and determined by the manufacturer, or otherwise. Product Warranty information can be located on our website:

[Solar Panels, Batteries, Inverters & Optimisers for Solar Power in Sydney \(soltekenergy.com.au\)](http://soltekenergy.com.au)

## WORKMANSHIP WARRANTY

Soltek Energy standby a 12-yr workmanship warranty, this 12-yr workmanship warranty is provided to all consumers that Soltek Energy have installed PV Systems, installed a home battery, installed a home heat pump or heat pump pool heater, replaced inverters and completed repairs on existing Soltek Energy installed systems including on the operation and the performance of the system.

\*\*Please note that a manufacturer/company's retailer's warranty covers the 'operation' and 'performance' of the 'whole PV system,' including 'workmanship' and 'products.'

## TRANSFERABILITY

This warranty is transferable by the original purchaser of the solar system, Home Battery, Heat Pump, Heat Pump Pool Heater to any subsequent purchaser of the premises at which the solar system, Home Battery, Heat Pump, Heat Pump Pool Heater is installed.

## REPAIRS OR REPLACEMENTS

Soltek Energy agree to implement repairs and or replacements within a reasonable and agreed timeframe following on from a review and case being lodged and approved by Soltek Energy on behalf of the customer.

## EFFECTIVENESS

This warranty only comes into effect once we have received all amounts owing from you in relation to the solar system, home battery, heat pump, heat pump pool heater and ownership has passed to you.

This warranty will no longer be valid if:

- Anyone other than a Soltek Energy installer or, Soltek Energy authorized person works on (Including repairing or altering) the installed product; or
- You fail to comply with all reasonable instructions of Soltek Energy (Whether written or verbal) in relation to the operation and care of the installed product.

## EXCLUSIONS OF THIS WARRANTY

- Your existing electrical installation, wiring or fuse box;
- Any malicious damage or abuse;
- Damage caused by vermin, animals or pests;
- Damage caused by events out of 'human control' including improper voltage or power surges, accidents or other acts/events beyond our reasonable control;
- Any damage to your property caused by the installed product failing or breaking;
- Any alterations to your property which are a necessary consequence of the provision of the installed product;
- Any damage of any kind that was not reasonably foreseeable or that could not have been expected from:
  - A failure to provide the installation services as required by your agreement with us and/or;
  - The installation services failing to meet any consumer guarantee set out in the Australian Consumer Law.

## AUSTRALIAN CONSUMER LAW GUARANTEES AND REMEDIES

Soltek Energy installation services come with guarantees that cannot be excluded under the Australian Consumer Law.

In the case of a problem with any installation services which is not defined as a 'major failure' under the Australian Consumer Law and which is capable of being remedied, you must provide Soltek Energy with an opportunity to remedy the problem free of charge within a reasonable timeframe.

In the case of a problem with any product installation which is defined as a 'major failure' under the Australian Consumer Law or which is not capable of being remedied you are entitled to:

- Cancel your agreement with us and receive a refund or;
- Get compensation for the difference in value of the product installation delivered and what was paid for by you.

Soltek Energy will not be liable to you for any personal injury or any loss or damage of any kind that was not reasonably foreseeable or that could not have been expected to result from the circumstances set out above.

