

# Solar Warranty Policy

## (Supply and installation of solar panels, inverter and batteries)

This Warranty applies to the supply and installation of the Solar Panel Modules, Inverters, Batteries and Mounting supplied by Fortuna Power Australia Pty Ltd.

### 1. Warranties

Component	Min. Period of Warranty
Solar Panel Modules (manufacturing defects)	10 to 12 Years
Solar Panel Modules (regular performance)	25 Years
Inverter	5 Years to 10 Years
Battery	10 Years
Mounting Frame	10 Years
Installation	5 Years

**\*All warranty period counts from the installation date and please refer to the respective manufacturer's warranty for Panel, Inverter and Battery.**

A standard minimum retailer's warranty period of five years on the operation and performance of the whole solar PV system, including workmanship and products, applies to the customer by Fortuna Power Australia Pty Ltd. This warranty period is the minimum applicable to the service component of installation and all products (inverters, panels, electrical components etc.). Certain products, for example, panels and inverters, might have a warranty that exceeds five years and is covered by separate manufacturer warranties for the exceeded period.

- a. That retailer's warranty exists over and above the consumer's rights under consumer guarantees in Australia Consumer Law.
- b. The consumer is entitled to claim a remedy if the goods or services do not meet a consumer guarantee or retailer's warranty.

The workmanship warranty covers any defects that arise from the workmanship in installing your solar panels and solar inverter at the premises specified in the solar system installation Agreement.

- a. For all work except the installation of a switchboard, the workmanship warranty period is 5 years from the date of completion of the installation.

Fortuna Power Australia Pty Ltd will ensure that all complaints are acknowledged within 2 working days of receipt of complaint. Resolution will be sought within 10 working days of receiving the complaint. Sometimes, we might not be able to resolve a complaint within the time frames set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new time frame for resolution. Where the workmanship warranty applies, Fortuna Power Australia Pty Ltd will either (at its discretion and cost):

- a. re-do or repair the installation; or
- b. replace any faulty part with a comparable new or refurbished part so that the installation is no longer defective.

## **2. Conditions**

1.This Warranty will only apply to the original installation of the relevant Fortuna Power Australia Pty Ltd products and will immediately terminate upon the removal from the initial installation of such products.

2.This Warranty will no longer be valid if you fail to comply with all reasonable instructions of Fortuna Power Australia Pty Ltd in relation to the operation and care of the solar system.

3.The customer is eligible to undertake the repair/fix services of an appropriately skilled, trained & experienced technician. In such instances, the customer needs to properly communicate the nature of the job and qualification details of the electrician beforehand if the work is done within the warranty period.

4.A photovoltaic Solar Panel Module is not conforming with the Minimum Power Output Warranty, Fortuna Power Australia Pty Ltd may at its sole option, use re-manufactured, refurbished or new parts when repairing or replacing a photovoltaic Solar Panel Module, to bring the aggregate power output to the level required by the Minimum Power Output Warranty. The solar panels removed under this condition will become the property of Fortuna Power Australia Pty Ltd.

## **3. Limitations And Exclusions**

**This Warranty will not apply for:**

- a. improper use of the solar system
- b. repaired breaks or any damage caused due to works done by an unqualified, unskilled or inexperienced technician;
- c. your existing electrical installation, wiring or fuse box;
- d. normal fair wear and tear; corrosion, oxidization, discolouration by mould, or the like;

- e. any malicious damage or abuse;
- f. damage caused by vermin, animals or pests;
- g. damage caused by 'acts of God', improper voltage or power surges, accidents or other acts beyond our reasonable control;
- h. any damage to your property caused by the solar system failing or breaking;
- i. any alterations to your property which are a necessary consequence of the provision of the installation services and was communicated beforehand; or
- j. any damage of any kind that was not reasonably foreseeable or that could not have been expected to result 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.

#### **4. Claims Or Questions**

**For any claims or questions in relation to this Warranty please contact:**

- a. Fortuna Power Australia Pty Ltd; 31 Caddies BLVD, Rouse Hill, 2155 NSW, Australia
- b. Phone: 1300 765 270
- c. Email: [info@powerfortuna.com](mailto:info@powerfortuna.com)
- d. Website: [www.powerfortuna.biz](http://www.powerfortuna.biz)

Please retain your sales documentation, as this should be produced to validate a warranty claim.