WARRANTIES

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 LED SAVES. 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 ACL.
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.
b. For work related to the installation of a switchboard, the workmanship warranty period is 1 year from the date of the installation of the switchboard.

What’s included:

- If within the first five years of operation, your system experiences a fault or defect caused by the products supplied or the workmanship during installation workmanship, then LED SAVES will repair your system with no charge.
• **LED SAVES** will rectify any damage or leaks caused by the system or our workers during the installation process, subject to LED SAVES being notified of any damage as soon as you notice it, or should have become reasonably aware, of any damage.

• The warranty covers all costs related to repair and/or replacement of components and/or damage and the associated on-site work.

**What’s excluded:**

• Any damage caused to the system by natural events such as weather. We advise seeking a home insurance policy to cover such events.

• Faults or damage due to tampering with, modification or repairs by a party other than LED SAVES.

• Non-compliance with operating instructions

• Items that are aesthetically displeasing and only visually noticeable that do not impact the performance of the system

• Damage or faults caused by the electricity grid

• Damage caused by external factors such as vandalism.

• Improper use of the solar system

**Claims or Questions**

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

a. **LED SAVES** 45 Terra Cotta Drive Nunawading VIC 3131

b. Phone: 0390880285

c. Email: info@ledsaves.org

d. Website: www.ledsaves.org

Please retain your sales documentation, as this should be produced to validate a warranty claim.
**What happens after five years?**

If there is 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).

**LED SAVES** will be the primary contact and we’re happy to provide assistance in obtaining warranty resolution from the relevant manufacturer.

Many of the products we supply come with an on-site labour warranty, offering cover for up to five year. Please refer to the relevant warranty documentation in relation to the specific products you are considering to understand if labour is covered after five years.

This warranty will become invalid if you fail to comply with all reasonable instructions of **LED SAVES** in relation to the operation and care of the solar system.

**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 LED SAVES Pty Ltd.

<table>
<thead>
<tr>
<th>Component</th>
<th>Min. of period of Warranty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solar Panel Modules (manufacturing defects)</td>
<td>10 Years</td>
</tr>
<tr>
<td>Solar Panel Modules (regular performance)</td>
<td>25 Years</td>
</tr>
<tr>
<td>Inverter</td>
<td>5 Years</td>
</tr>
<tr>
<td>Battery</td>
<td>10 Years</td>
</tr>
<tr>
<td>Mounting Frame</td>
<td>10 Years</td>
</tr>
<tr>
<td>Installation</td>
<td>5 Years</td>
</tr>
<tr>
<td>Retailer Warranty for operation and performance</td>
<td>5 Years</td>
</tr>
</tbody>
</table>

*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 LED SAVES 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.

1) That retailer’s warranty exists over and above the consumer’s rights under consumer guarantees in ACL.
2) 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.

1. For all work except the installation of a switchboard, the workmanship warranty period is 5 years from the date of completion of the installation.
2. For work related to the installation of a switchboard, the workmanship warranty period is 1 year from the date of the installation of the switchboard.

LED SAVES 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, LED SAVES 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 LED SAVES 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 LED SAVES 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, LED SAVES 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 LED SAVES Pty Ltd.

3. Limitations And Exclusions

This Warranty will not apply for:

- improper use of the solar system
- repaired breaks or any damage caused due to works done by an unqualified, unskilled or inexperienced technician;
- your existing electrical installation, wiring or fuse box;
- normal fair wear and tear; corrosion, oxidization, discoloration by mold, or the like;
- any malicious damage or abuse;
- damage caused by vermin, animals or pests;
- damage caused by ‘acts of God’, improper voltage or power surges, accidents or other acts beyond our reasonable control;
- any damage to your property caused by the solar system failing or breaking;
- any alterations to your property which are a necessary consequence of the provision of the installation services and was communicated beforehand; or
- 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. **LED SAVES** 4S Terra Cotta Drive Nunawading VIC 3131
b. Phone: 0390880285
c. Email: info@ledsaves.org
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