

Your Choice Solar

5 YEAR WORKMANSHIP WARRANTY



This warranty applies to all customers named in the solar system installation agreement entered with Your Choice Solar on the date of the complete installation.

The workmanship warranty covers any defects that arise from the workmanship in installing your solar panels, solar inverter and solar batteries at the premises specified. For all work except the installation of a switchboard, the workmanship warranty period is 5 years from the date of completion of the installation.

Inclusions of the workmanship warranty:

- We warrant that the design, assembly, and installation are all done correctly and carried out by a licensed electrician in compliance with Australian Law.
- Your Choice Solar guarantee to rectify any defects related to installation.
- To repair any damage caused by our contractors during the installation process.

Exclusions of the workmanship warranty:

Seraphim Panels	15 Year Panel Replacement Warranty
Seraphim Panel Performance	25 Year Panel Performance Warranty
Fronius Inverter	5 + 5 Year Inverter Replacement Warranty

The above warranties are included in your solar system purchase. Product warranties protect you against component related issues, workmanship warranties protect you from labor related defects, i.e. those arising from the actual installation process, however if our assessment reveals the fault is not part of this warranty, you may be liable for the cost of the call out.

Below are the exclusions of your Workmanship Warranty:

- Improper use of the solar system;
- Failure to comply with manufacturer instructions;
- Work on the system (including modifying, moving or relocating any part of the system, even if temporary, performed by someone other than us or our installer;
- You have not adhered to maintenance requirements set out in the installer Welcome Pack provided to you by our installer on the day of installation;
- Any act, omission, misuse, abuse, or damage (whether willful, accidental or negligent) caused by the customer or a third party;

- Any extreme weather not for the location in which the system was installed eg. lightning, floods, hail, power surges, pest damage, corrosion, land or building movement;
- Interference from other devices;
- General wear and tear;
- Events outside of design range caused by the distributor or network operator;
- A failure to promptly notify Your Choice Solar of any defects.
- You need to regularly check your system is working properly; or
- Any works or parts which were not part of the installation Agreement
- Servicing your system regularly, as recommended by the AS/NZS standards, our workmanship warranty covers your whole installation up to 10 years

How to claim under this Workmanship Warranty:

You must provide all reasonable assistance to Your Choice Solar to help us diagnose and remedy any defects over the phone. If you do not do so, costs to attend your premise may not be covered by this workmanship warranty.

Where the workmanship warranty applies, Your Choice Solar will either, at it's discretion and cost re-do or repair the installation; or replace any faulty part with a comparable new or refurbished part so that the installation is no longer defective.

The Process

1. Contact will be made following your claim submission, the issue will be discussed in detail and identified as to whether this is part of the Workmanship Warranty
2. Request for recent photos and tools to diagnose the issue
3. A qualified technician will be sent out to inspect/ repair the issue

To make a claim, please contact us by one of the following means:

Phone: 1300 123 786

Email: gogreen@yourchoicesolar.com.au

Post: Level 3, Suite 8, 146 Bundall Road, Bundall, 4217

-Your name, address and contact telephone number

-Outline of the nature of the workmanship defect

-Evidence of the workmanship defect.