



Century Solar Energy (ABN 32 154 280 172)

Warranty for Solar PV Systems

Warranties

Century Solar Energy will provide a standard minimum retailer's warranty period of five years, on the operation and performance of the whole PV system including workmanship and products. This warranty exists over and above the consumer's automatic rights under consumer guarantees.

At Century Solar Energy, goods manufactured by us and services provided by us are subject to the warranties set out as below, or in the documentation provided or made available to you at the time of installation; Goods manufactured by other parties come with a guarantee or warranty from the manufacturer no less than 5 years. Any such guarantees or warranties will be set out in the documentation provided or made available to you at the time of installation; or at our website available at www.csesolar.com.au.

Performance Guarantee

At the time we install your solar system we will provide you with site specific estimated yield in kilowatts per day averaged over a calendar month (Estimated Yield). The Estimated Yield is based on PVsyst modelling and takes into account such things as the orientation and tilt of your roof.

We guarantee that the energy output of your solar system will meet or beat the Estimated Yield (Performance Guarantee). If it doesn't do so you are entitled to compensation for the difference if the output of the system had met the Performance Guarantee.

Transferability

This warranty is transferable by the original purchaser of the solar system to any subsequent purchaser of the premises at which the solar system is installed.

Effectiveness

This warranty only comes into effect once we have received all amounts owing from you in relation to the solar system and title to the solar system has passed to you.

This warranty will no longer be valid if:

- an unqualified, unskilled or unexperienced technician works on (including repairing or altering) the solar system at any time; or
- you fail to comply with all reasonable instructions of Century Solar Energy (whether written or verbal) in relation to the operation and care of the solar system.

Exclusions

This warranty does not cover:

- your existing electrical installation, wiring or fuse box;
- normal fair wear and tear;
- any malicious damage or abuse;
- damage caused by vermin, animals or pests;
- corrosion, oxidization, discolouration by mould, or the like;
- damage caused by 'acts of God', improper voltage or power surges, accidents or other acts beyond our reasonable control;



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- any damage to your property caused by the solar system failing or breaking;
- 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.

Australian Consumer Law Guarantees and Remedies

Our 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 us with an opportunity to remedy the problem free of charge within a reasonable time.

In the case of a problem with any installation services 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 get a refund; or
- get compensation for the difference in value of the installation services delivered and what was paid for by you.

You are also entitled to compensation for any reasonably foreseeable loss or damage resulting from:

- our failure to provide the installation services as required by your agreement with us; and/or
- the installation services failing to meet any consumer guarantee under the Australian Consumer Law.

We 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.