



Evergreen Electrical Services

Solar Installations

Whole of System Warranty & On-Site Service:

Separate from manufacturers warranties and guarantees and/or warranties implied or specified under Consumer Law, Evergreen Electrical Service has a 5-year + 5-year warranty period of the whole system, which includes on site rectification, where necessary.

What it Covers:

Evergreen Electrical Services guarantees our workmanship in installing the system as well as the operation and performance of the system will be free from fault or defect for a period of 5 years + 5 years commencing the date the system is installed. We will repair any such default and defect notified to us within the warranty period, including by replacing all or part of the system where necessary, within a reasonable timeframe at no cost to you.

The parts supplied to you come with manufacturers guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or rectification for any parts that are deemed faulty. During the warranty period, we will provide reasonable assistance to you in making guarantee or warranty claims against the manufacturer of the system, including by acting as your liaison with the manufacturer.

Conditions & What is Not Covered:

Evergreen Electrical Services cannot guarantee or warranty the system where:

- The fault or defect is not notified to us within the warranty period (5-year)
- The fault or defect is a result of:
 - a) Something done by you or someone else and not us; or



- b) Something beyond human control that occurred after installation, e.g., an extreme weather event;
- c) The System being misused, abused, neglected or damaged after installation;
- d) The System being maintained other than in accordance with the Maintenance Documents; or
- e) The System being repaired, modified, reinstalled or repositioned by anyone other than a service technician approved by us in writing.

With regards to manufacturer warranties and guarantees, these may not cover labour costs, travel costs and delivery costs arising from a claim. We will notify you if this is the case and tell you the costs payable.

To Claim Your Additional 5-Year Warranty:

To claim your additional 5-year warranty, this system will be required to have a full system health check. This will need to be completed by Evergreen Electrical Services. If you wish for this to be carried out, please contact our team on the details below.

After Initial 5-year Warranty Period:

In the event of a fault or defect, you can still rely on the product warranties provided by the manufacturers of the parts supplied as part of the system (refer to the individual manufacturer's warranty associated with your system).

Evergreen Electrical Services will still serve as your first point of contact and will endeavour to provide reasonable assistance in obtaining a warranty resolution from the relevant manufacturer.