



A Level 1, 59 Howe St, Osborne Park, WA, 6017  
P 1300 180 999  
E [hello@positiveenergy.com.au](mailto:hello@positiveenergy.com.au)  
ABN 76 647 921 186

[www.positiveenergy.com.au](http://www.positiveenergy.com.au)

## **Positive Energy Solutions 5 year Whole of system and 10 year installation Workmanship warranty.**

Positive Energy Solutions provides all Solar installations with a 5 year whole of system warranty. Starting from the installation date.

Positive Energy will also cover any related faults directly caused by installation workmanship for a further 5 years. For a total of 10 years installation workmanship warranty. Starting from the installation date.

Below outlines what is covered in each warranty.

### **5 Year Whole of System Warranty**

If during the first 5 years of operation, your system encounters a fault or defect in relation to the products supplied or the installation workmanship, then Positive Energy Solutions will rectify the fault at no cost to you.

This warranty covers all costs in relation to repair and/or replacement of components and the onsite labour.

#### **Limitations and Exclusions**

To the extent permitted by law, exclusions to the whole of system warranty include:

- Damage caused to the system by weather or natural events (We advise having your solar system covered under home insurance for such events)
- Faults or damage caused by external factors or events. (EG Vandalism)
- Faults or damage caused by tampering, repair or modification by a party other than Positive Energy Solutions
- Items that are visual in nature and do not affect the performance of the system
- Faults or damage caused by the electricity grid
- Non-Compliance with operating instructions
- Incidental or consequential loss in relation to a fault or defect

### **10 Year Installation Workmanship Warranty**

Positive Energy Solutions offer a 10 year limited Installation Workmanship warranty for any defects in the work carried out by its qualified installers when installing a solar system at a residential property. Starting from the installation date.

The limited installation workmanship warranty covers for any defects in the works carried out by our qualified installers. In the event of a successful claim against the Installation Workmanship warranty, Positive Energy Solutions will at its discretion undertake repair, replacement or refurbishment of the installation so that the workmanship is no longer defective.

#### **Limitations and Exclusions**

- Damage caused to the system by weather or natural events (We advise having your solar system covered under home insurance for such events)



SUNPOWER



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- Faults or damage caused by external factors or events. (EG Vandalism)
- Faults or damage caused by tampering, repair or modification by a party other than Positive Energy Solutions
- Items that are visual in nature and do not affect the performance of the system
- Faults or damage caused by the electricity grid
- Non-Compliance with operating instructions
- Incidental or consequential loss in relation to a fault or defect
- Alterations to electrical switchboards undertaken as part of the installation
- Failures of any system components not directly caused by defects in the installation workmanship

### Exclusion for Service and Insurance Works

For all works initiated by insurance claims, warranty replacement, for service or warranty works that are paid for or service functions including solar systems not originally installed by Positive Energy Solutions the 10 year Installation Workmanship warranty does not apply. The 5 year Whole of System Warranty will be applicable in relation to any products supplied by Positive Energy Solutions.

### Warranty Transfer

Should the installation property change ownership then the remaining balance of both the 5 year whole of system warranty and 10 year installation workmanship warranty are transferrable to the new owner.

### Making a Claim under these warranties

To make a claim under these warranties contact Positive Energy Solutions by mail or email:

- [support@positiveenergy.com.au](mailto:support@positiveenergy.com.au)
- Po BOX 1031, Osborne Park, WA 6916

You will need to supply the following

- Full Name
- Contact information
- Property Address
- Details of fault including and supporting photos

Further information including Product warranty information and user manuals are available on our website

<https://positiveenergy.com.au/warranties/>



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### Statutory Rights

Our Whole of System Warranty and Installation Workmanship Warranty are in addition to any statutory rights you might have, including under the Australian Consumer Law. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- To cancel your service contract with us; and
- To a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or services.



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