



MATERIAL AND WORKMANSHIP WARRANTY CERTIFICATE

Customer Name	
Mobile No	
Email address	
Installation Address	
Solar System Installed	
Name of Installer	
Completion Date	

Product	Product Serial Number	Warranty Scope	Warranty Period
Solar Panels	Refer Specification Sheets or/and Data Sheets for further details	The warranties on solar panels range from 10-40 years from the date of purchase and can sometimes be extended with an additional fee. Refer to your Manufacturer's Warranty document for more details. You can also locate this information on the Manufacturer's website	Usually, 10-40 years
Inverters	Refer Specification Sheets or/and Data Sheets for further details	The warranties on inverters range from 5-25 years from the date of purchase and can sometimes be extended with an additional fee. Refer to your Manufacturer's Warranty document for more details. You can also locate this information on the Manufacturer's website	Usually, 5-25 years
Power Optimisers	Refer Specification Sheets or/and Data Sheets for further details	The warranties on power optimisers range from 5-25 years from the date of purchase and can sometimes be extended with an additional fee. Refer to your Manufacturer's Warranty document for more details. You can also locate this information on the Manufacturer's website	Usually, 5-25 years
Battery	Refer Specification Sheets or/and Data Sheets for further details	The warranties on battery range from 10-20 years from the date of purchase and can sometimes be extended with an additional fee. Refer to your Manufacturer's Warranty document for more details. You can also locate this information on the Manufacturer's website	Usually, 10-20 years
PV Mounting Frames	Refer Specification Sheets or/and Data Sheets for further details	The warranties on mounting frames range from 5-25 years from the date of purchase and can sometimes be extended with an additional fee. Refer to your Manufacturer's Warranty document for more details. You can also locate this information on the Manufacturer's website	Usually, 10-25 years
Solar Panels Performance		Performance warranty as stated in the manufacturer's warranty document. Usually, it	Usually, 25-30 years

Opera Solar Energy
 19 Bogan Avenue, Baulkham Hills-2153
 ABN: 38627233167
 NSW Electrical Licence No: 328922C

		is for 25 years with solar panels producing a minimum of 80% of their rated power.	
Workmanship		Refer below Warranty Terms and Conditions	10 Years

1. WARRANTY TERMS

2. WHAT DOES THE WARRANTY COVER?

- a. Our warranty covers material and workmanship. Any Material defects are covered by a manufacturer’s warranty which covers the installed solar system components.
- b. Workmanship defects caused by us while installing or repairing the solar system are covered by our Workmanship warranty.
- c. We warrant the solar system will be free from faults in materials and workmanship for the warranty period set out in **Item 1.**
- d. Our warranty is a limited warranty and is subject to the provisions, terms and conditions laid out in this document.

2.1 Manufacturer’s Warranty

- a. The solar system components are covered by a manufacturer’s warranty that includes solar panels, inverters, battery, power optimisers and/or mounting frames.
- b. The warranty on the solar system products and components commences from the **“Date of Installation.”**
- c. A manufacturer’s warranty may not include labour, travel or transportation and/or delivery costs and you will be responsible to pay the costs to the manufacturer.

2.2 Workmanship Warranty

- a. The solar system and its installation of components by us has been installed with extreme care, skill and impeccable quality and installed by a qualified, skilled and experienced CEC accredited installer in accordance with all relevant laws and applicable Australian standards.
- b. We offer the warranties in addition to customer’s statutory rights according to Australian Consumer Law.
- c. We cover workmanship warranty for any defects that arise from the services performed by us and the warranty period commences from the **“Date of Installation.”**
- d. Our workmanship warranty doesn’t cover the solar system components that includes solar panels, performance of solar panels, inverters, battery, power optimisers, mounting framers or other components as these are covered by the manufacturer’s warranty set out in **Item 2.1.**
- e. Where the workmanship warranty applies, we at our discretion, will either
 - i. supply the services and materials subject to availability of stock **or**
 - ii. replace the faulty product with another new or refurbished product of comparable value and with similar features as reasonably determined by us **or**
 - iii. repair the defective products or materials **or**
 - iv. pay labour and/or service call out fees

3. LIMITATIONS AND EXCLUSIONS

3.1 Roofing Disclaimer

There are certain types of roofing materials that are more prone to damage upon the installation of the solar system and its components. We have qualified, skilled and experienced installers and technicians and they perform the installation on the roof with extreme care considering the roof safety. However, there can be instances, where upon the installation of your solar system and components our

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workmanship warranty excludes damage to the following roofing materials and such damages will be at your own risk

- a. Terracotta, Decramastic roofs are extremely fragile, lightweight and possess less strength
- b. Any Old, loose, fragile, brittle or broken tiles
- c. In case of Tin roof, our installers will take extreme care while installing the solar system and components; however, during installation, there may be some minor scratches, dents or damages to your tin roof and our workmanship warranty excludes such scratches, damages or dents

3.2 To the limit up to which the law permits, claims are not included in the above-mentioned scope and Opera Solar Energy is not liable to an implied or express warranty and guaranty or will not be processing any warranty claims:

- a. Unless the installation was carried out as per the instructions provided by the manufacturer and installed by a CEC approved installer or Opera Solar Energy.
- b. Unless the customer has paid all the remaining agreed amounts owed by the customer to Opera Solar Energy.
- c. If the solar system and its components are not used as per the manufacturer's instructions and the product is used for an alternative task, then what the product is designed for.
- d. If the defect is caused by the result of doing or non-doings of the customer or any other individual or group of people or third party other than an employed person or sub-contractor of Opera Solar Energy.
- e. Any interference with the solar system and its components by you or any other individual or group of people or third party without our prior written authorisation.
- f. If the solar system and its components are not used properly, ill-used, not maintained properly, neglected, accident, defect due to abuse or continuously used by the customer even after knowing that the product is damaged or not working properly.
- g. If the solar system and its components are repaired or tried to repair or maintained by anyone that is not a CEC accredited installer of that product following the directions of Opera Solar Energy.
- h. For anything which cannot be controlled or is not under Opera Solar Energy's control like any defect or damage caused by lightning, power surges, fires, bushfires, floods, pests and mice damages, corrosion or an act causing damage to the system caused by a third party or an Act of God.
- i. Defects or injuries caused by or resulting from causes not attributed to faulty parts under the manufacturer's warranty, but not limited to, defect or injury caused by or resulting from alteration, misuse, abuse, neglect, accidental damage, improper voltage, vermin infestation, exposure to abnormally corrosive conditions, software or any repairs, modifications or alterations made to any part of the solar system which were not authorised by us or the manufacturer.
- j. If the product is moved or is removed or reinstalled at the same position (only if not done by a CEC accredited installer appointed by Opera Solar Energy and the item is stored at a place advised and directed by the installer)
- k. If the product is modified (changed or removing of the product serial number, or identification number) unless has been approved in writing by Opera Solar Energy.
- l. For nominal wear and tear; or
- m. For any other defects that do not affect the basic functioning properties of the system, including but not bound to any scratches externally, natural wear and tear, stains, dust, and mechanical wearing.

3.3 Our liability shall be limited to

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- a. The repair of the solar system
- b. The payment of the costs for the repair of the solar system
- c. The workmanship warranty for the services
- d. The total purchase price paid by you for the solar system

3.4 How can I make the Claim?

- a. If there is a fault in the solar system and its components, you should contact us in writing at our email address so we can identify if it is a Material or Workmanship warranty claim.
- b. If we found out your claim to be a Material claim, we will refer your claim directly to the manufacturer.
- c. If we found out your claim to be a Workmanship claim, we will arrange for an **“Initial Inspection Screening”**
- d. During **“Initial Inspection Screening”**, if our technician identifies the solar systems or its components are faulty, we will then refer the claim to the relevant manufacturer.
- e. If our technician identifies that there is no fault to the solar system or its components and there is no claim available, then we will charge you a **“Call Out Fee”**