

OneTeam Energy PTY LTD - SolarWarranty

This Warranty applies to the supply and installation of the Solar Panel Modules, the Inverters and the Mounting supplied by OneTeam Energy PTY LTD. The Warranty covers performance of the system, as a whole, for a period of 5 years, from the date of completed installation.

1. Warranties

Component	OneTeam Energy PTY LTD Period of Warranty	Manufacturer's Period of Warranty
Solar Panel Modules (manufacturing defects)	5-years from the Installation date	Min 10-years from the Installation Date NB all solar panels have a minimum 10-year manufacturing warranty backed by the module manufacturer *
Solar Panel Modules (lineal performance)	5-years from the Installation date	25-years from the Installation Date*
Inverter	5-years from the Installation date	All inverters have a min 5-year warranty. Upgrades available upon registration with the inverter manufacturer.*
Mounting Frame	5-years from the Installation date	5-years from the Installation Date*
Installation and workmanship	5-years from the Installation date	

*Please refer to the respective manufacturer's warranty.

Subject to clauses 2 and 3 below, OneTeam Energy PTY LTD warrants to the Owner that:

- a) The products will be free from faults in materials and workmanship for the corresponding Period of Warranty referred to above.
- b) The installation of the Products has been provided with due care and skill using CEC accredited installers and has been performed in accordance with all relevant law and applicable standards for the corresponding Period of Warranty referred to above;
- c) the installation of the Products will be free from installation-related defects for the Period of Warranty referred to above;
- d) if a Solar Panel Module's minimum power output (as specified in the manufacturer's written specifications (Minimum power output) displays a power output¹ of less than 90% of the Minimum Power Output within 10 years from the date of installation, or less than 80% within 25 years from the date of installation Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure, and OneTeam Energy PTY LTD determines, at its reasonable discretion, that the power output loss is due to faults in materials or manufacture, then OneTeam Energy PTY LTD, will either repair or replace the Solar Panel Module to bring the aggregate power output to the warranted percentage of specified Minimum Power Output (Minimum power output Warranty).

2. Warranty Conditions

- a) This Warranty will only apply to the original installation of the relevant OneTeam Energy PTY LTD Products and will immediately terminate upon the removal from the initial installation of such OneTeam Energy PTY LTD Products.
- b) A photovoltaic Solar Panel Module is not conforming with the Minimum Power Output Warranty, OneTeam Energy PTY LTD may at its sole option, use re-manufactured, refurbished or new parts when repairing or replacing a photovoltaic Solar Panel Module, to bring the aggregate power output to the level required by the Minimum Power Output Warranty. The solar panels removed under this condition will become the property of OneTeam Energy PTY LTD.

3. Warranty restrictions and exclusions

This Warranty will not apply:

- i. if any of the OneTeam Energy PTY LTD Products are handled or used by any person other than the Installer other than in compliance with the current version of the manufacturer's instructions which includes the repair or modification of any of the OneTeam Energy PTY LTD Products by someone other than an appropriately skilled service technician; or
 - ii. if and when any of the OneTeam Energy PTY LTD Products are exposed to conditions which would normally be adverse or harmful to solar panel modules, inverters and mounting frames, including but not limited to:
 - (a) removal or damage to the rating plate of an Inverter;
 - (b) damage caused by foreign objects, projectiles or debris;
 - (c) any usage other than for the sole purpose of generating electricity for a [residential] building, unless approved in writing by OneTeam Energy PTY LTD; and
 - iii. conditions resulting from a defect in components which are not part of the OneTeam Energy PTY LTD Products supplied and installed by or on behalf of OneTeam Energy PTY LTD;
 - iv. defects or injuries caused by or resulting from causes not attributed to faulty parts of the manufacturer of the any of the OneTeam Energy PTY LTD Products, including but not limited to, defect or injury
 - v. caused by or resulting from alteration, misuse, abuse, neglect, accidental damage, improper voltage, vermin infestation, exposure to abnormally corrosive conditions, software, or any repairs, modification or alterations made to any of the OneTeam Energy PTY LTD Product which are not authorised by OneTeam Energy PTY LTD;
 - vi. conditions or defects arising directly or indirectly from installation in an war, riots, destruction, fire, explosion, earthquake, typhoon, cyclone, hurricanes, tornado, volcanic action, tidal wave, acid rain, power failures or surges, lightning, indirect lightning stroke, flood, damage by insect, animal,
 - vii. land subsidence, crack or landslide, accident, or abnormal environment or pollution, actions of third parties and other events that occur outside of OneTeam Energy PTY LTD's control and not occurring under normal operating conditions, or any phenomena that cannot be
 - viii. prevented with the technology available for practical use as at the Installation Date; or
 - ix. to issues which do not affect the basic performance capacity and power generating function of the OneTeam Energy PTY LTD Products notwithstanding any external scratch or stain, or natural mechanical wearing which does not represent a defect of the Solar Power Module or inverter, corrosion, mould, deterioration, discoloration, and any other factor of similar kind or nature that occurs after delivery of the module or inverter, or does not affect the structure, mechanical strength due to slight corrosion.
- a. This Warranty is in addition to, and in no way limits, varies or excludes any express and implied rights and remedies the warranties provided for the component parts.

- b. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- c. Subject to clause 3 (c), OneTeam Energy PTY LTD will not be liable for any incidental, consequential, or punitive damages, including but not limited to loss of use, loss of profits, loss of production and loss of revenues, in any possible way, connected or associated with the OneTeam Energy PTY LTD Products or the installation of the OneTeam Energy PTY LTD Products.
- d. Subject to the rights and remedies of an Owner under law which cannot be limited, OneTeam Energy PTY LTD's liability under this Warranty is limited (at OneTeam Energy PTY LTD's sole discretion) to:
 - i. replacement of the relevant OneTeam Energy PTY LTD Products, or resupply of installation services;
 - ii. payment of the cost of replacement of relevant OneTeam Energy PTY LTD Products or resupply of installation services;
 - iii. repair of the relevant OneTeam Energy PTY LTD Products; or
 - iv. payment of the cost of having the relevant OneTeam Energy PTY LTD Products repaired.
- e. Other than as expressly set out in this Warranty, and the warranties that cannot be excluded under The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (and any other law), OneTeam Energy PTY LTD excludes all other warranties and guarantees with regard to the OneTeam Energy PTY LTD Products, including all implied warranties and guarantees.

4. Claims or questions

- For any claims or questions in relation to this Warranty please contact:
Email: info@one-team.com.au
Phone: [\(03\)9336 0016](tel:0393360016)
Address: 96 Logistic Street, Tullamarine VIC 3043
- Please retain your sales documentation, as this should be produced to validate a warranty claim.
- For further information call (03)9336 0016 or visit www.one-team.com.au