

## WHOLE OF SYSTEM WARRANTY & ONSITE SERVICE

Solar Secure Provides Full 5 Year “Whole System Warranty”, which is Independent from and in addition to the Product Warranties provided by the component manufacturers used for your solar power installation.

### WHEN IT STARTS:

5 Year Warranty starts from the date of commissioning your system as per CES. From the day of commissioning during the first Five (5) years of operation.

### WHAT IT COVERS:

This covers a fault or defect in relation to the supplied products or the workmanship of the installation and all related costs in relation to repair and/or replacement of components and the associated on-site labour.

### CONDITIONS AND WHAT IS NOT COVERED:

Damage caused to the system by weather or natural events (we recommend that you have your solar system covered under a building insurance policy to cover such events).

- Fault or damage caused by external factors or events (for eg. vandalism).
- Items that are visual in nature or do not affect the performance of the system.
- Faults or damage caused by tampering with or repair or modification by a party other than Solar Secure or It's approved contractors.
- Faults or damage caused by the electricity grid.
- Non-compliance with operating instructions.
- Non-compliance with scheduled servicing as per manufacturer's warranty terms.
- Incidental or consequential loss in relation to a fault or defect.
- If The customer undertakes servicing of the system through another party who is not a qualified, skilled, trained & experienced technician.

### WHAT HAPPENS AFTER 5 YEARS:

In the event of a fault or defect, you can still rely on the product warranties provided by the manufacturers of the components supplied as part of the system (for example, the 25 year performance warranty associated with Solar Panels). from the relevant manufacturer.

Many of the products we supply come with an on-site labour warranty (providing coverage after 5 years). considering to determine if labour is covered after 5 years. Product Warranty documents are available at <https://solar-secure.com.au/warranty>

### NEED HELP? [CONTACT US AT](#)

Call: **02 8610 8610 Option 3**  
Email: [warranty-support@solar-secure.com.au](mailto:warranty-support@solar-secure.com.au)  
Visit our website: [www.solar-secure.com.au](http://www.solar-secure.com.au)  
or Send us a mail : **PO BOX 373 Pendle Hill NSW 2145**

