



Solar System Warranty & Onsite Service

In addition to the product warranties provided by the manufacturer, Termico Solar Generation provides an additional **FIVE Year Workmanship Warranty** from the date of installation.

Under our **Termico Solar Generation Workmanship Warranty**, we guarantee:

- 1) To rectify any system faults or defects related to faulty products and / or installation errors
- 2) To repair any damage caused by our contractors during the installation process
- 3) To cover all related costs in relation to damages, repairs and / or replacements that are required due to faulty products and / or workmanship

Conditions:

Once Termico Solar Generation has been made aware of any faults and / or damage, we will arrange for one of our qualified service technicians to complete a full assessment.

Please be aware that the following is **not** covered under this warranty, and if our assessment reveals the below you may be liable for the call out charge and any additional charges. All charges will be discussed with you prior to booking an assessment.

- Damage caused to the system due to weather / natural events
- Fault / Damage caused by system abuse, vandalism and other external factors
- Fault / Damaged caused by tampering and / or modifications
- Non-compliance with operation instructions
- Attempts to rectify the fault / damage yourself, or through a 3rd party, without our approval
- Damage caused by electricity grid
- No defect or performance issues found to exist while on site.

After 5 Years:

If a fault or defect occurs after the five years, you can still rely on the warranties issued by the product manufacturers.

For all warranty claims relating to your system, Termico Solar Generation is always your first point of contact. Our staff will assist you in processing and obtaining warranty resolutions from the relevant manufacturers.

For more information regarding the product warranties please visit our website www.solargeneration.net.au/index.php/residential-solar/warranties