

Solar System Warranty

Online Air & Solar guarantee our workmanship, and the workmanship of our contractors, and the operation and performance of the solar system for a period of 10 years commencing on the date the system is installed.

Who receives the benefit of this warranty?

This warranty applies to the customers named in the solar system installation agreement with Online Air & Solar. Where the installation premise has been transferred, Online Air & Solar will transfer this warranty to the new owner of the premise for the balance of the warranty period on the same terms.

Scope of this warranty

This warranty covers any fault or defects for a period of 10 years commencing on the date the solar system is installed (**Guarantee Period**), and we will repair any such default or defect notified to us within the Guarantee Period, including by replacing all or part of the system where necessary, within a reasonable timeframe at no cost to customers.

This warranty will not apply where:

- (a) the fault or defect is not notified to us within the Guarantee Period; or
- (b) the fault or defect is a result of:
 - i. something done by you or someone else, and not us or our contractors; or
 - ii. something beyond human control that occurred after installation, e.g., an extreme weather event;
 - iii. the system being misused, abused, neglected or damaged after installation;
 - iv. the system being maintained other than in accordance with the Maintenance Documents; or

v. the system being repaired, modified, reinstalled or repositioned by anyone other than a service technician approved by us in writing.

How to claim Solar System Warranty

To claim under this warranty, please contact Online Air & Solar by one of the following means:

Address: 44 Strong Ave, Thomastown 3074 VIC

Email: admin@onlineairandsolar.com.au

Phone: 1800 289 665

Website contact page: www.onlineairandsolar.com.au

You will need to provide:

- Your name, address and contact telephone number
- Outline of the nature of the fault or defect of solar system
- Other information about the fault or defect if available

You may have other guarantee or warranty

(a) from the manufacturer of the system; or

(b) under any applicable law, including the Australian Consumer Law,

although these other guarantees and warranties may not cover labour costs, travel costs and delivery costs arising from a claim under these other guarantees and warranties. We will notify you if this is the case, and tell you the costs payable. The costs will be payable in advance.

During the Guarantee Period, we will provide reasonable assistance to you in making any guarantee or warranty claim against the manufacturer of the system, including by acting as your liaison with the manufacturer.

About Online Air & Solar

This warranty is provided by the Online Air & Solar entity that entered into the solar installation services agreement with you.

For more information visit www.onlineairandsolar.com.au or call 1800 289 665.