

# SOLARKING

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## SolarKing Solar PV 60Watt thru to 300Watt PV Panels Limited Warranty Document

Product Warranty Statement 2023\_V1.1

This Warranty Document "Document" sets forth the terms and conditions under which SolarKing "Company" provides warranty coverage for the product(s) purchased by the original purchaser "Customer".

### 1. Warranty Coverage:

1.1 The Company warrants that the product(s) purchased from an authorised local distributor/Installer or directly from the Company shall be free from defects in material and workmanship under normal use and service for a period of 25 years from the date of purchase or install "Warranty Period".

1.2 This warranty applies to the original Customer who purchased the product(s) from an authorised local distributor/Installer or directly from the Company. This warranty is non-transferable and is only applicable to the original product(s) purchased.

1.3 If the solar panels fail to meet this warranty during the warranty period.

- a) SolarKing has the right to calculate the net value of the faulty solar panels or the current market price to be refunded to the customer, this is solely SolarKing decision. If the refund is based on the original purchase price the depreciation method will be used, first deduction is 15% depreciation and then an annual depreciation amount of 3% from the date of install, up to 25 years.
- b) Free replacement of an equivalent new solar panel.

### 2. Warranty Exclusions:

2.1 This warranty does not cover:

- (a) Normal wear and tear or cosmetic damage resulting from everyday use;
- (b) Damage caused by improper installation, misuse, abuse, negligence, or accidents;
- (c) Unauthorised modification or repair of the product(s);
- (d) Damage caused by natural disasters, fire, or other external causes beyond the Company's control;
- (e) Damage caused by the use of unauthorised parts or accessories not supplied by the Company;
- (f) Damage caused by failure to follow the product(s) instructions or guidelines provided by the Company;
- (g)

Loss of data or software corruption; (h) Any incidental or consequential damages arising from the use of the product(s), including but not limited to loss of profits, loss of revenue, or loss of data; (I) Damage by animals or rodents; (J) Damage due to high winds.

### **3. Warranty Service:**

3.1 To obtain warranty service, the Customer should:

(a) Contact the Company's customer service department at support@solarking.net.au within the Warranty Period. (b) Provide proof of purchase, including the original receipt or invoice, clearly indicating the date of purchase or installation of the product(s) purchased.

3.2 This warranty does not cover any solar panel removal or re-installation fees or costs.

### **4. Limitation of Liability:**

4.1 To the extent permitted by law, the Company's liability under this warranty is limited to the repair or replacement of the defective product(s) or parts, as set forth in Section 1.3. In no event shall the Company be liable for any other damages, whether direct, indirect, incidental, consequential, or otherwise, arising out of the use or inability to use the product(s).

4.2 The Company makes no other warranties, express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

4.3 To the customer for transportation or travel costs which are the customers responsibility.

### **5. Rights at Law:**

5.1 This warranty shall be governed by and construed in accordance with the laws of Australia. Any disputes arising out of or in connection with this warranty shall be subject to the exclusive jurisdiction of the courts of Australia.

5.2 In Australia our goods 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 fail to be of acceptable quality where the failure does not amount to a major failure.

### **6. Performance Warranty:**

6.1 SolarKing warrants the solar panel for 1 year from the date of install to not be at less than 98% of the nominal rated power on the compliance sticker. From the 2<sup>nd</sup> year the decline in nominal rated power will be no more than 0.4% annually for the remaining 24 years. At the end of the 25 year period the actual output of the solar panel must be a minimum 80% of the nominal rated power on the compliance sticker.

Please retain this Warranty Document and the original proof of purchase for future reference and warranty claims.

For further inquiries or assistance regarding warranty coverage, please contact Solarking support 03 9553 3399