



Sol Excel Pty Ltd Warranty Terms and Conditions

Sol Excel Pty Ltd, herein referred to as 'Sol Excel,' issues here its detailed warranty terms and conditions for the sales and marketing of solar panels. Sol Excel facilitates seamless connections between end consumers and Clean Energy Council Accredited solar power installers. Our primary objective is to organize the installation of high-quality solar power systems. As part of our comprehensive service, Sol Excel coordinates the procurement and delivery of essential equipment to customer sites, including solar panels, solar inverters, and the provision of Clean Energy Council approved, skilled independent solar installers.

In instances where challenges arise, Sol Excel acts as an intermediary between involved parties, representing the interests of our customers. Our commitment is to resolve issues amicably and expeditiously, ensuring customer satisfaction.

Sol Excel Pty Ltd adheres strictly to the regulations and guidelines stipulated by the Clean Energy Council, including compliance with code AS/NZ 5033. We uphold these standards rigorously and require all CEC approved installers to adhere to these directives as part of our agreement."

1. Product Warranty:

- 1. Solar panels are backed by a 25-year manufacturer's performance warranty.*
- 2. Solar inverters are covered by a 5-year manufacturer's replacement warranty.*
- 3. Additionally, manufacturers provide a 12-year workmanship warranty exclusively for solar panels replacement. In the event of panel faults requiring replacement, manufacturers bear the cost of replacing old panels with new ones.*
- 4. The product warranty is directly administered by the manufacturers."*

2. Workmanship Warranty:

Sol Excel has established agreements with Clean Energy Council accredited independent installers to guarantee the safety and quality of all rooftop installations. This agreement is subject to AS/NZ 5033 code.

The responsibility for installation, including any damages or defects caused during installation, including but not limited issues such as water leakage will be borne by CEC Clean energy Council regulatory body approved/certified independent installer company.

Upon installation completion, the CEC Clean energy Council regulatory body approved / certified independent installer company warrants that:



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1. *The installation meets all relevant standards.*
2. *A certificate of electrical safety/compliance has been obtained and completed.*
3. *The independent installation company has signed the written compliance statement.*
4. *Their name is accurately listed as the installer on the STC claim form.*

CEC Clean energy Council regulatory body approved/certified independent installer listed on the STC claim form is accountable for addressing any inspection findings.

The creator of STCs will receive the written compliance statement from the CEC Clean energy Council regulatory body approved / certified independent installer. Penalties may apply for providing false or misleading information.

3. Servicing:

The Clean Energy Council recommends that to ensure maximum productivity and longevity of your System, customers have it serviced regularly (see CEC After Installing Solar PV). Please call 1300 791 468 for more information on customer Warranties or to book a service.

4. Exclusions:

The Warranty does not include or cover any of the following:

1. *Any claim that arises or is not immediately notified to Sol Excel Pty Ltd.*
2. *Any damage or injury to the premises or any person or property resulting from the installation due to false, misleading, or incomplete information provided by the Customer, or any relevant information withheld by the Customer.*
3. *Any damage caused by vermin, animals, or pests.*
4. *Any malicious damage caused by abuse, neglect, or accident.*
5. *Any "acts of God," including but not limited to lightning, hail, storm, or flood damage.*
6. *If anyone other than an CEC accredited installer conducts work on the solar installation at any time, then this warranty is no longer valid.*
7. *Any components, materials, or workmanship supplied by the Customer.*
8. *Any damage or defects caused by the System being used for commercial purposes or being handled in a manner inconsistent with any usage instructions provided by Sol Excel Pty Ltd or the Manufacturer.*
9. *Power failure surges, lightning, flood, fire, accidental breakage or other events outside ALL-PV's control.*



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5. Dispute Resolution

Sol Excel Pty Ltd aims to address any concerns or complaints that the customer may have regarding the System or its installation directly with us.

6. How to claim under this workmanship warranty:

To claim under this workmanship warranty, please contact Sol Excel Pty Ltd. by one of the following means:

- 1. Address: Level 2, 66 Victor Crescent, Narre Warren, VIC, 3805*
- 2. Email: info@solexcel.com.au*
- 3. Phone: 1300 387 786*

You will need to provide:

- 1. Your name, address and contact telephone number*
- 2. Outline the nature of the workmanship defect*
- 3. Evidence of the workmanship defect.*

In the case of a claim, Sol Excel Pty Ltd will facilitate a site visit by a CEC Clean energy Council regulatory body approved / certified independent installer to assess the reported issue. If the certified installer confirms the legitimacy of the claim. The company will proceed with the necessary repairs at no extra charge to the customer. There will also be no call-out fees to be paid by the customer for such service.

