



Ph : 1300 1STOP U (1300 178 678)  
A : Level 1 / 92 Railway Street S, Altona VIC 3018  
E : [admin@onestoputilities.com.au](mailto:admin@onestoputilities.com.au)  
W : [www.onestoputilities.com.au](http://www.onestoputilities.com.au)

## **SOLAR WARRANTY POLICY**

(SUPPLY AND INSTALLATION OF SOLAR PANELS AND INVERTER)

This Warranty applies to the supply and installation of the Solar Panel Modules, the Inverters and the Mounting supplied by One Stop Utilities. The Warranty covers performance of the system, as a whole, for a period of 5 years, from the date of completed installation.

### **1. Warranties :**

- a. Solar Panel Modules (Manufacturing Defects) - Min 10 years from the Installation Date, All solar panels have a minimum 10 year manufacturing warranty backed by the module manufacturer.
- b. Solar Panel Modules ( Lineal Performance ) – 25 Years from the date of Installation
- c. Inverters – All inverters have a min of 5 years warranty, Upgrades available on registration.
- d. Installation / Workmanship Warranty – 5 years from the date of installation
- e. Mounting Frame – 5 years from the date of installation
- f. One Stop Utilities Products will be free from faults in materials, workmanship and installation related defects for the corresponding Period of Warranty referred to above.
- g. The installation of the One Stop Utilities Products has been provided with due care and skill using CEC accredited installers and has been performed in accordance with all relevant law and applicable standards for the corresponding Period of Warranty referred to above.
- h. One Stop Utilities will guarantee:
  - i. our workmanship, and the workmanship of our contractors, in installing the System; and
  - ii. the operation and performance of the System, will be free from fault or defect for a period of 5 years commencing on the date the 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 you.



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## 2. Warranty Conditions

- a. This Warranty will only apply to the original installation of the relevant One Stop Utilities products, and will immediately terminate upon the removal from the initial installation of such One Stop Utilities products.
- b. If A photovoltaic Solar Panel Module is not conforming with the Minimum Power Output Warranty, One Stop Utilities may at its sole option, use re-manufactured, refurbished or new parts when repairing or replacing a photovoltaic Solar Panel Module, to bring the aggregate power output to the level required by the Minimum Power Output Warranty. The solar panels removed under this condition will become the property of One Stop Utilities.
- c. The warranty clause in 1h. is additional to any other guarantee or warranty you may have:
  - (a) from the manufacturer of the System; or
  - (b) under any applicable law, including the Australian Consumer Law,
- d. During the Warranty 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.
- e. After the warranty period, we will act as your first point of contact and 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.
- f. 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.

## 3. Warranty restrictions and exclusions

- a. This Warranty will not apply:
  - i. If any of the One Stop Utilities Products are handled or used by any person other than the Installer nominated by One Stop Utilities and not in compliance with the current version of the manufacturer's instructions which includes the repair or modification of any of the One Stop Utilities Products; or
  - ii. If and when any of the One Stop Utilities Products are exposed to conditions which would normally be adverse or harmful to solar panel modules, inverters and mounting frames, including but not limited to:
    1. Removal or damage to the rating plate of an Inverter
    2. Damage caused by foreign objects, projectiles or debris (including hail or storm-related debris)



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3. any usage other than for the sole purpose of generating electricity for a [residential] building, unless approved in writing by One Stop Utilities
  - iii. Conditions resulting from a defect in components which are not part of the One Stop Utilities Products supplied and installed by or on behalf of One Stop Utilities
  - iv. Defects or injuries caused by or resulting from causes not attributed to faulty parts of the manufacturer of the any of the One Stop Utilities Products, including but not limited to, defect or injury
  - v. Caused by or resulting from alteration, misuse, abuse, neglect, accidental damage, improper voltage, vermin infestation, exposure to abnormally corrosive conditions, software, or any repairs, modification or alterations made to any of the One Stop Utilities Product which are not authorised by One Stop Utilities.
  - vi. Conditions or defects arising directly or indirectly from installation in an aero, mobile, or marine environment, war, riots, destruction, fire, explosion, earthquake, storm, typhoon, cyclone, hurricanes, tornado, volcanic action, tidal wave, snowfall, freezing, salt damage, acid rain, power failures or surges, lightening, indirect lightening stroke, flood, damage by insect, animal, land subsidence, crack or landslide, accident, or abnormal environment or pollution, actions of third parties and other events that occur outside of One Stop Utilities' control and not occurring under normal operating conditions, or any phenomena that cannot be prevented with the technology available for practical use as at the Installation Date or,
  - vii. To issues which do not affect the basic performance capacity and power generating function of the One Stop Utilities Products notwithstanding any external scratch or stain, or natural mechanical wearing which does not represent a defect of the Solar Power Module or inverter, corrosion, mould, deterioration, discoloration, and any other factor of similar kind or nature that occurs after delivery of the module or inverter, or does not affect the structure, mechanical strength due to slight corrosion.
- b. This Warranty is in addition to, and in no way limits, varies or excludes any express and implied rights and remedies the warranties provided for the component parts.
  - c. Our goods come 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 if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
  - d. Subject to clause 3 a., One Stop Utilities will not be liable for any incidental, consequential, or punitive damages, including but not limited to loss of use, loss of profits, loss of production and loss of revenues, in any possible way, connected or



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associated with the One Stop Utilities Products or the installation of the One Stop Utilities Products.

- e. Subject to the rights and remedies of an Owner under law which cannot be limited, One Stop Utilities's liability under this Warranty is limited (at One Stop Utilities's sole discretion) to:
  - i. replacement of the relevant One Stop Utilities Products, or resupply of installation services;
  - ii. payment of the cost of replacement of relevant One Stop Utilities Products or resupply of installation services;
  - iii. repair of the relevant One Stop Utilities Products; or
  - iv. payment of the cost of having the relevant One Stop Utilities Products repaired.
- f. Other than as expressly set out in this Warranty, and the warranties that cannot be excluded under The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (and any other law), One Stop Utilities excludes all other warranties and guarantees with regard to the One Stop Utilities Products, including all implied warranties and guarantees.

#### 4. Claims or Questions

- a. For any claims or questions in relation to this Warranty please contact:

One Stop Utilities  
Level 1/ 92 Railway St S, Altona VIC 3018  
1300 178 678, [admin@onestoputilities.com.au](mailto:admin@onestoputilities.com.au)

- b. Please retain your booking agreement form, as this should be produced to validate a warranty claim.
- c. If you are not satisfied with your claims from One Stop Utilities, you may refer this to an external governing body mentioned below –

**Clean Energy Council:**

Phone: [03 9929 4100](tel:0399294100)

Address: Level 15, 222 Exhibition Street, Melbourne VIC 3000

**Australian Competition & Consumer Commission:**

Phone: [1300 302 502](tel:1300302502)

Address: GPO Box 520, Melbourne VIC 3001

**Consumer Affairs Victoria:**

Phone: [1300 558 181](tel:1300558181)

Address: GPO Box 123, Melbourne VIC 3001