



Warranty Statement

1. Without limiting your rights under the Australian Consumer Law (ACL), all goods purchased with and installed by us come with a 10 year standard warranty. The warranty will commence on the date you receive the goods. Extended warranties may be offered from time to time. Our warranties cover the operation and performance of the whole PV system, including workmanship and products.
2. The express warranty provided by us will not apply if:
 - the fault or defect is not notified to us within the warranty period; or
 - the fault or defect is a result of:
 - o something done by you or someone else, and not us or our contractors; or
 - o something beyond human control that occurred after installation, e.g., an extreme weather event; or
 - o the goods being misused, abused, neglected or damaged after installation;
 - o the goods being maintained other than in accordance with the maintenance documents we provide you with; or
 - o the goods being repaired, modified, reinstalled or repositioned by anyone other than a service technician approved by us in writing.

If the consumer warranties under the Australian Consumer Law apply to your products or services, and to the extent those warranties apply, paragraphs 3 – 6 will also apply:

3. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:
 - to cancel your service contract with us; and
 - to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

4. If there is a major failure of the goods, you can elect whether to receive a replacement or a refund.
5. If the failure of the goods under the ACL is not major and can be repaired within a reasonable period of time, we may choose to:
 - provide a refund
 - replace the goods
 - repair the goods.
6. Warranties under the ACL are valid from date of delivery and can be claimed from when the failure becomes apparent.
7. No refunds or replacements under this warranty statement will be provided for change of mind.
8. Should your product be defective and you wish to claim under this warranty statement:
 - Please contact us customer@arkanaenergy.com.au as soon as possible. In many cases the issue can be solved quickly and easily by our experienced technical staff.

- If the team are unable to resolve your concerns, we will make arrangements for further assessment.

9. These warranties are provided by Arkana Pty Ltd of 8/604 Pine Ridge Road, Coombabah QLD 4216