



WORKMANSHIP WARRANTY STATEMENT

Unlike most installers, we don't think the job's over once the installation is done. It's our after-care support that sets us apart, and gives you peace of mind for years to come. Without limiting your rights under the Australian Consumer Law (ACL), we offer a "25 Year Workmanship Guarantee" - our warranty for any defects in the work carried out by our qualified installation technicians.

As a family-run business, we believe in treating our customers like family. We won't sell you more than you need. We're fully transparent. And we'll still look after your system, years after its installed because we're here for the long-term.

Who does the 25-year workmanship guarantee extend to?

This express warranty applies to any new Arkana Energy customer who has installed a solar solution from 1 May 2021.

What does the 25-year workmanship guarantee cover?

The 25-year workmanship express warranty covers and defects in the work carried out by our qualified installation technicians. It does not cover system componentry or manufactured product, the performance of the panel, inverter or battery. These will be covered by a separate product warranty.

Where the workmanship express warranty does apply, Arkana Energy, at our discretion, will either repair or replace any fault caused by workmanship with a comparable product or solution so that the workmanship component is no longer faulty.

Limitations and Exclusions of the 25-year workmanship warranty

Workmanship claims in respect of our **express warranty** exclude:

- any loss or damage caused by improper use of the product or service;
- works on the product or service that was conducted by a third party other than Arkana Energy or our subcontractors;
- misuse of the product or service, modification or relocation of the product or service by a third party other than Arkana Energy or our subcontractors;

- accidental or unintentional damage caused by a third party other than Arkana Energy or our subcontractors;
- damage as a result of any natural disaster including but not limited to flood, pest damage, power outage(s), dwelling movement, lightning; and/or
- a failure to promptly (within 60 days) notify Arkana Energy of the defects.

If the consumer warranties under the ACL apply to the services we provide, these warranties will also apply in addition to our 25-year workmanship warranty:

Claims made under the ACL

Claims made under the ACL will only have the limits and exclusions allowed by law.

Our goods and services come with guarantees that cannot be excluded under the ACL.

For major failures with the services provided to you by Arkana Energy, you are entitled to:

- a refund for the defective services provided; or
- compensation for reduced value.

If a failure with 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 obtain a refund for the failure. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in of the services.

Making a claim

We want to help you. If you have an enquiry or would like to make a claim, you can do so via the following means:

- Phone: call us on 1300 976 040 from 9 am to 5 pm Monday to Friday AEDT
- Email: contact us via email at info@arkanaenergy.com.au
- Post: write to us at 8/604 Pine Ridge Road, Coombabah QLD 4216

In your claim you will need to provide the following information:

- Contact information: full name, address, suburb, postcode, phone number, email address



- Thorough description of the claim
- Description of the problem encountered and suspected reason for defect (if known)
- Description of the remedy requested
- A list of supporting documents of evidence, including photographs of the problem encountered

Complaints Handling Policy and Responsiveness

- Full details of the Arkana Complaints handling process, including responsiveness can be found in the *Arkana Energy Group Complaints Handling Policy*:

<https://arkanaenergy.com.au/terms-and-conditions>