



Warranty Conditions

Kobi Energy Solutions Pty Ltd. provides a retailers warranty period of 10 years on the operation and performance of the whole PV system including workmanship and products.

Please also see our *Terms and Conditions*. Under copyright © Clean Energy Council Limited 2016. For use by permitted Licensees only. Terms of use apply.

System Warranty Guarantees

Kobi Energy Solutions guarantee:

- our workmanship
- the workmanship of our contractors (if used) in installing the System; and
- the operation and performance of the System, will be free from fault or defect for a period of 10 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 replacement of all or part of the System where necessary, within a reasonable timeframe at no cost to you.

This is in addition to any other guarantee or warranty you (the customer) may have:

- from the manufacturer of the System; or
- under any applicable law, including the Australian Consumer Law.

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.

During the Guarantee 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.

To the extent permitted by law, you (the customer) will not be entitled to a claim and the guarantee will not apply where:

- The fault or defect is not notified to us within the Guarantee Period; or
- the fault or defect is a result of:
 1. Something done by you or someone else, and not us or our contractors.
 2. Something beyond human control that occurred after installation, e.g., an extreme weather event, pest damage, building movement.

3. Any act, omission, misuse, abuse, or damage (whether wilful, accidental or negligent) caused by the customer or a third party.
4. The System being maintained other than in accordance with the product manufacturers documents and the Kobi Maintenance Schedule.
5. The System being repaired, modified, reinstalled or repositioned by anyone other than us or a service technician approved by us in writing.

How to claim under this warranty

To claim under this workmanship warranty, please contact Kobi Energy Solutions by email, phone or post.

Address: 53 Rogers Ave
Wodonga VIC 3690

Email: admin@kobienergy.com.au

Phone: 0421 720 525

Please provide:

- Your name, address and contact telephone number.
- Outline of the nature of the workmanship defect.
- Evidence of the workmanship defect e.g. photos.

Statutory Rights

You do have other statutory rights. This workmanship warranty applies in addition to any statutory rights or remedies you may have, including under the Australian Consumer Law. 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 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.

Complaints, Grievances, Disputes

As a Kobi customer, your satisfaction is our priority. Any further consumer complaints will be handled in a professional and ethical manner and our procedure is set out in our Complaint Handling Policy which can be found on our website or in your original system handover documentation.