

# SOLAR POWER WARRANTY

RESIDENTIAL APPLICATION

EFFECTIVE JUNE 2019



## SOLAR PANELS

GCL | Risen  
Jinko | ET

**25 YRS\***  
LIMITED PEAK POWER

**10 YRS**  
LIMITED PRODUCT

**5 YEARS**  
WORKMANSHIP

Data Sheets (Click for more info):

[GCL](#)

[Risen](#)

[Jinko](#)

[ET](#)



## PREMIUM INVERTERS

Fronius

**5 YEARS**

PRODUCT & WORKMANSHIP

Data Sheets (Click for more info):

[Fronius Primo](#)

[Fronius Symo](#)

[Fronius Symo \(Hybrid\)](#)



## STANDARD INVERTERS / CONVERTERS

Sungrow | Goodwe

**5 YEARS**

PRODUCT & WORKMANSHIP

Data Sheets (Click for more info):

[Sungrow \(Standard\)](#)

[Goodwe \(Standard\)](#)

[Sungrow \(Hybrid\)](#)

[Goodwe \(Hybrid EM\)](#)

[Goodwe \(Hybrid ES\)](#)

[Goodwe Converter BP](#)

[Goodwe Converter SBP](#)



## MOUNTING HARDWARE

Chiko

**5 YEARS**

PRODUCT & WORKMANSHIP

[Tile Roof Install Manual](#)

[Tin Roof Install Manual](#)

[Eng. Certificate Tin/Tile](#)

[Eng. Certificate Tilt](#)



## BATTERY STORAGE

LG Chem | BYD

**REFER TO SPECIFIC DOCUMENTATION FOR DETAILS**

Data Sheets (Click for more info):

[LG](#)

[BYD](#)

*Modules, inverter & battery warranties are provided by the manufacturer.  
\*25-year limited warranty refers to the guaranteed performance of 90% capacity for the first 12 years and 80% capacity for the remaining 13 years.*

System must be maintained in accordance with the **Solar Power Owners Manual**. Additional costs, including but not limited to labour, travel and/or delivery costs may apply and are not covered by of these warranties. In such cases, we will notify you of any out of pocket expenses. These warranties are in addition to standard warranties provided by individual manufacturers & other consumer rights applicable under Australian Consumer Law.

## Specific Exclusions

An 'after hours' service fee will apply to warranty calls made outside of normal business hours. For warranty purposes, typical business hours are classified as 8.00AM to 5.00PM Monday to Friday (excl public holidays).

To the extent permitted by law Chromagen does not accept warranty liability:

- If any component of the system has been installed, repaired, repositioned or modified by a person other than an appropriately qualified person approved by Chromagen in accordance with Chromagen's installation and maintenance instructions and relevant local and statutory requirements;
- For all consequential loss or damage arising from defects that can lawfully be excluded;

- Where the product shows evidence of misuse, abuse or incorrect operation contrary to the manual, or continued use when it was known to be defective;
- Where the serial number/s have been defaced or removed;
- Where the fault is determined to be related to insufficient or faulty electrical supply;
- Where the product requires additional lifting or access equipment to inspect, service, repair or replace;
- Where product presents noise or vibration that is considered normal;
- For accidental damage including but not limited to fire, theft, etc;

- Any acts of God or environmental conditions that result in damage to the product including but not limited to; excessive moisture, salt air, hail, wind, storms, lightning, floods, infestation by rodents or other vermin;
- For extended or implied warranties not formally provided by Chromagen;
- For external labour or equipment costs (eg. Cranes and lifting devices) required for repairs;
- For costs incurred for rectifying faults (or perceived faults) not directly attributed to the system;