




SOLAR POWER WARRANTY

EFFECTIVE JUNE 2021

RESIDENTIAL /
COMMERCIAL
APPLICATION



	<p>SOLAR PANELS Seraphim ET JA Solar Canadian</p> <p>25 YRS* LIMITED PEAK POWER</p> <p>10 YRS LIMITED PRODUCT</p>
<p>Data Sheets (Click for more info): Seraphim ET JA Solar Canadian</p>	
	<p>MOUNTING HARDWARE Chiko</p> <p>10 YEARS LIMITED PRODUCT</p>
<p>Tile Roof Install Manual Tin Roof Install Manual Eng. Certificate Tin/Tile Eng. Certificate Tilt</p>	
	<p>INSTALLATION WORKMANSHIP</p> <p>5 YEARS ORIGINAL INSTALLATION</p>

Modules, mounting hardware, 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.

	<p>PREMIUM INVERTERS Fronius</p> <p>5 + 5^ YEARS PRODUCT</p>
<p>Data Sheets (Click for more info): Fronius Primo Fronius Symo Fronius Symo (Hybrid)</p>	
	<p>STANDARD INVERTERS Goodwe</p> <p>5 + 5^ YEARS PRODUCT</p>
<p>Data Sheets (Click for more info): Goodwe (Standard) Goodwe (Hybrid EM) Goodwe BP (Hybrid Charger) Goodwe (Hybrid ES) Goodwe SBP (AC Coupled Inv)</p>	
	<p>BATTERY STORAGE LG Chem BYD</p> <p>REFER TO SPECIFIC DOCUMENTATION FOR DETAILS</p>
<p>Data Sheets (Click for more info): LG BYD</p>	

Additional costs, including but not limited to labour, travel and/or delivery costs may apply and are not covered by these warranties. In such cases, we will notify you of any out of pocket expenses.
^Additional extended warranties available direct by individual manufacturer and subject to change without notice (Note: some manufacturers including but not limited to Sungrow & Fronius require registration for additional warranty - the system owner is responsible for checking if additional registration is required and must complete relevant registration with manufacturer). Warranties apply to properly maintained systems in accordance to the maintenance schedule outlined in the owners manual.

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 system has not be maintained in accordance to the maintenance schedule outlined in the owners manual
- 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;

Images are representative only