



Granite State Solar offers a limited workmanship warranty on installation services for any defects in the work carried out by its qualified installers when installing a solar system at a residential premise (“workmanship warranty”).

Who receives the benefit of this workmanship warranty?

This warranty applies to the residential customer named in the solar system installation agreement entered into with Granite State Solar. Where the installation premise has been transferred, Granite State Solar will transfer this workmanship warranty to the new owner of the premise for the balance of the warranty period on the same terms.

Scope of this workmanship warranty

The workmanship warranty covers any defects that arise from the workmanship in installing your solar panels and solar inverter at the premises specified in the solar system installation Agreement. It does not cover the system or any of its components, including the performance of the panels or the inverter (which may be covered by separate manufacturer warranties and under law).

- For all work except, the workmanship warranty period is 12 years from the date of completion of the installation.

Where the workmanship warranty applies, Granite State Solar will either (at its discretion and cost):

- re-do or repair the installation; or
- replace any faulty part with a comparable new or refurbished part so that the installation is no longer defective.

Limitations and Exclusions of the workmanship warranty:

To the extent permitted by law, claims are excluded from the workmanship warranty where the defect or loss is or has been caused or contributed by:

- improper use of the solar system;
- failure to comply with manufacturer instructions;
- work on the system (including modifying, moving or relocating any part of the system, even if temporary) performed by someone other than us or our installer;
- Any act, omission, misuse, abuse, or damage (whether willful, accidental or negligent) caused by the customer or a third party;
- Any extreme weather not for the location in which the system was installed (eg lightning, floods, power surges, pest damage, corrosion, land or building movement);



- Interference from other devices;
- General wear and tear;
- Events outside of design range caused by the distributor or network operator;
- a failure to promptly notify Granite State Solar of any defects. You need to regularly check your system is working properly; or
- any works or parts which were not part of the installation Agreement.

You must provide all reasonable assistance to Granite State Solar to help us diagnose and remedy any defects over the phone. If you do not do so, costs to attend your premise may not be covered by this workmanship warranty.