

WORKMANSHIP WARRANTY



Dear Customer,

Kraft Electrical & Solar (KES) offers a limited workmanship warranty for any defects in the work carried out by its qualified technicians when installing a solar system (“Warranty”). Your solar system must have been paid in full for the Warranty to apply.

1. Who receives the benefit of this Warranty

This warranty applies to the residential customer named in the Solar Proposal Agreement entered into with KES from 1 January 2021.

Where the Site (detailed in the Solar Proposal Agreement) has been transferred, KES will transfer this workmanship warranty to the new owner of the Site for the balance of the warranty period on the same terms.

2. Scope of this Warranty

The workmanship warranty covers any defects that arise from the workmanship in carrying out the solar installation at the Site specified in the Solar Proposal 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).

The workmanship warranty period is 60 months from the date of commissioning of the solar system as evidenced by the Electrical Compliance Certificate (the “CCEW”).

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

- re-do or repair the defect; or
- replace any faulty part supplied by us with a comparable new or refurbished part so that the system is no longer defective.

3. Limitations & Exclusions of the 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’s 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 subcontractors;

- any act, omission, misuse, abuse, or damage (whether wilful, accidental or negligent) caused by you or a third party;
- any extreme weather or circumstances at the Site at which the service was carried out (eg lightning, floods, power surges, pest damage, corrosion, land or building movement);
- interference from other devices;
- general wear and tear; or
- a failure to promptly notify KES of any defects;

4. How to claim under this Warranty

To claim under this workmanship warranty, please contact KES by one of the following means:

Email: admin@kraftelectrical.com.au

Phone: 1300 226 808

You will need to provide:

- your name, address and contact telephone number
- outline of the nature of the workmanship defect
- evidence of the workmanship defect

5. You 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.

6. About Kraft Electrical & Solar

This workmanship warranty is provided by the entity Kraft Electrical & Solar Pty Ltd (ABN 90 633 356 617).