

Infinite Energy 5 year Whole of System, and 10 years installation Workmanship warranty

Infinite Energy backs all its systems with a full 5 year Whole of System warranty from the installation date which includes on-site rectification.

In addition, Infinite Energy will cover all related faults directly related to installation workmanship for a further 5 years for a total of 10 years Installation Workmanship warranty from the installation date. Below is further information on what each warranty covers.

5 year Whole of System warranty

Scope

If during the first five years of operation, your system suffers a fault or defect in relation to the products supplied or the installation workmanship (see below for further details), then Infinite Energy will rectify your system at no cost to you.

This warranty covers all related costs in relation to repair and/or replacement of components and the associated on-site labour.

Limitation and Exclusions

To the extent permitted by law, exclusions of the Whole of System warranty include:

- Damage caused to the system by weather or natural events (we recommend that you have your solar system covered under a home insurance policy to cover such events).
- Fault or damage caused by external factors or events (for example vandalism). Faults or damage caused by tampering with or repair or modification by a party other than Infinite Energy.
- Items that are visual in nature or do not affect the performance of the system. Faults or damage caused by the electricity grid.
- Non-compliance with operating instructions. Incidental or consequential loss in relation to a fault or defect.

10 years Installation Workmanship Warranty

Infinite Energy offer a limited Installation Workmanship warranty for any defects in the work carried out by its qualified installers when installing a solar system at a residential premises for a total of 10 years from the installation date.

Scope

The limited installation workmanship warranty covers for any defects in the works carried out by our qualified installers. In the event of a successful claim against the Installation Workmanship warranty, Infinite Energy will at its discretion undertake repair, replacement or refurbishment of the installation so that the workmanship is no longer defective.

Limitations and Exclusions

To the extent permitted by law, exclusions of the Installation Workmanship warranty include:

- Damage caused to the system by weather or natural events – we recommend that you have your solar system covered under a home insurance policy to cover such events.
- Fault or damage caused by external factors or events - for example vandalism.
- Faults or damage caused by tampering with or repair or modification by a party other than Infinite Energy.
- Items that are visual in nature or do not affect the performance of the system.

Limitations and Exclusions Continued

- Faults or damage caused by the electricity grid.
- Non-compliance with operating instructions.
- Incidental or consequential loss in relation to a fault or defect.
- Upgrades or alterations to electrical switchboards undertaken as part of system installation.
- Failures of system components not directly caused by defects in installation workmanship.

Exclusion for Service or Insurance Works

For all works initiated by insurance claims, warranty replacement, or for service or warranty works that are paid for or service functions including solar systems not originally installed by Infinite Energy the 10 year Installation Workmanship warranty does not apply. The 5 year Whole of System Warranty will be applicable in relation to any products supplied by Infinite.

Warranty Transfer

Should the installation premise change owner, the balance of the 5 year whole of system and 10 year installation workmanship warranty are both transferable to the new owner.

Claiming under these warranties

To make a claim under these warranties you will need to supply:

- Your name, contact information, and address of the system installation.
- Details including photos of the proposed claim.

A claim can be lodged via:

- Our website: <https://infiniteenergy.supporthero.io/>
- Mail: Suite 3, Level 3, 85 South Perth Esplanade, South Perth, WA 6151

Further Information including Product Warranty documents are available at www.infiniteenergy.com.au/warrantyinformation

Your Statutory Rights

Our Whole of System Warranty and Installation Workmanship Warranty are in addition to any statutory rights you might have, including under the Australian Consumer Law. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or services.