

**Driftwind Electrical** offers a comprehensive warranty package on all solar systems sold. Your rights under this warranty sit alongside the consumer guarantees, which are applied under the Australian Consumer Law.

### Whole of system warranty

Driftwind Electricals' offers, **at a minimum**, a 5-year performance and operation warranty on your entire solar system as required to be an approved CEC Retailer. **However, beyond CEC's retailer requirements, much of system is warranted for 10 years as detailed below.**

- Workmanship has a 10-year performance and operational warranty.
- Balance of supply (all materials, apart from the inverter, racking and panels, come with a 1-year warranty). Racking has a 15-year warranty.
- Panel warranty (specified in the quote) comes with a minimum 10/25-year warranty. See "Panel Warranty" below.
- The inverter warranty is specified on the quote. It is always at a minimum 5 years, but often a 10-year warranty is standard. See "Inverter Warranty" below.

While servicing is not mandatory for this warranty, we recommend an inspection/servicing at a minimum of every three years. See Limited Warranty Exclusions.

### Inverter Warranty

Driftwind Electricals' warranty covers the cost of labour and materials for any repair or replacement of a faulty inverter during the agreed period, beginning on installation date. If the inverter is replaced, the remainder of the warranty entitlement will be transferred to the replacement device. Unless specified otherwise in your quote, your inverter warranty is for 10 years. (Some inverters come with a 5-year warranty.)

### Panel Warranty Terms of Coverage

The term "linear warranty" warrants that loss should be less than 2.5 per cent in the first year, and thereafter the loss ratio degrades linearly; the loss ratio should be less than 20 per cent at the end of the 25th year. Unless otherwise specified, all other manufacturers' panel performance warranties stipulate that the solar panels will be working at 80 per cent of their original system efficiency output for 25 years. The warranty covers defects due to faulty workmanship or materials for ten years.

### Warranty Exclusions

Driftwind Electrical does not warrant its products from defects or damage caused by:

1. Exposure to unsuitable environmental conditions (e.g., lightning, over-voltage, storm)
2. Damage caused by fauna or flora or building movement.
3. Unauthorised or abnormal use, or negligence.
4. Material or workmanship not provided by Driftwind Electrical.

### Warranty Claims Procedure

If you have a concern about the performance of your system, or to claim a warranty, simply call our office on 07 3274 4365 or email [office@driftwind.com.au](mailto:office@driftwind.com.au). We will respond to your claim within two business days and have an electrician to attend site to assess the claim (if required) within seven days. If the product is covered by a manufacturer's warranty, we will have it replaced within 45 days.

### **Complaint process**

We provide the best quality services and products to ensure you achieve the best Solar system and ROI for your home and business.

However, unfortunately sometimes issues arise and so we're here to discuss any issues or questions you may have.

Our Complaints Procedure is to help you address your issue and receive the necessary assistance as quickly as possible.

As Specialized Solar Solutions, we appreciate your feedback and wish to satisfy and delight our customers.

### **Our complaints procedure is as follows:**

1. Contact us first, we are best placed to help you:

**Call:** 07 3274 4365

**Email:** [office@driftwind.com.au](mailto:office@driftwind.com.au)

**Visit our website** [www.driftwind.com.au](http://www.driftwind.com.au)

**Talk to one of our friendly team @ 5 Beatty Road Rocklea 4106**

2. Once received, we will investigate your matter and provide a progress update and/or solution within seven (7) days for a minor issue and twenty-one (21) days for any major or complex issues.
3. All complaints are entered into our Business Management System which allocates the complaint to team members where timeframes are monitored, as information is gathered you will be updated regularly. All complaints are assigned to a Support Manager.

Following Investigations, Driftwind Electrical will inform you of the action or decision taken regarding the complaint.

Driftwind Electrical will also review procedures on how to reduce or prevent similar complaints occurring in the future.

How we will solve your issue may include (but not limited to):

- Refunds
- Replacement
- Repairs/Rework
- Compensation

The remedies and solutions offered are subject to the Terms & Conditions and Warranties which apply to the products and services that you purchased from us. These include applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.

We take all complaints seriously and necessary steps will be learned to avoid any similar issues occurring in the future to provide the best customer experience possible.

Most complaints are remedied within 7 days, however for issues that are more complex, we endeavor to resolve within 42 days.

### **If you are still not satisfied**

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

- QLD Fair Trading  
Phone: 13 74 68

## The Contract and Installation

To accept a quote, call the office on 07 3274 4365 or email [office@driftwind.com.au](mailto:office@driftwind.com.au) and arrange a 10% deposit. Your deposit is considered acceptance of the quote, and the quote becomes the contract. We offer a ten-day cooling off period. We can generally, install your system within four (4) weeks of receipt of deposit or at an agreed time that may exceed this time. Please discuss a date that will suit you with the office. If unforeseen delays to installation occur, due to circumstances beyond our control i.e. stock supply, inclement weather or in extremely busy install periods, Driftwind Electrical will advise you and offer an alternate date. Should this alternate date not be acceptable, you can request full refund.

Refer to full list of Refunds on Page 5 of this document.

## Variations

Our quote excludes all switchboard work (unless specified on quote) etc. necessary to complete your installation and have it ready for Energex to change your meter. Any building wiring or switchboard work to bring this up to code (AS3000), will be quoted separately. Should any significant changes be required to the product or the installation after the cooling-off period, we will run these changes by you. We won't increase our quoted price unless agreed. We will offer a full refund if you don't approve of the changes. Refer to full list of Refunds on Page 5 of this document.

## WIFI Connection of your inverter

If you would like us to do the initial connection of your inverter to your home Wi-Fi, your WLAN signal will need to be strong enough to accept the inverter Wi-Fi signal, and firewall and other security measures will need to be disabled. If you have a home server or a complicated network, you may need to seek IT support at your own expense. Return visits to connect or reconnect your inverter to Wi-Fi after the day of install will incur a callout fee.

## Design of your system, Estimated Performance and Maintenance of System

So, you have Installed a Solar System, a good quality system should serve you well for many years. It is important that you service your system annually (<http://www.driftwind.com.au/solar-health-check.html>) and monitor your inverter's output regularly to ensure it is serving you well. Please also refer to your Helioscope Report (see an example at the back of this document) for system design and estimated performance of your proposed solar system, which would have been given to you at your Solar Appointment or at Point of Sale.

How to monitor your solar inverter? – This will help you to detect simple faults as well as more serious complications that we may need to rectify. The sooner they are detected, the better production and benefit you will get from your system.

### 1. Check for warning lights

Inverters have different warning lights that will display, if there is a fault with your system. If you note a red light, follow the restart procedure supplied to you from your Driftwind Electrical Compliance Pack sent to you on completion of your Installation. Most Inverters these days can handle these issues by resetting themselves. However, there will still be times where a manual reset is necessary. (Please refer to Compliance Pack sent – Emergency Shutdown and Earth Fault Procedure) on how to reset your Inverter. Alternatively call us on 07 3274 4365 and we will walk you through the process.

## 2. Monitoring performance

Regular monitoring of your inverter's performance is the most effective way to confirm accurate function. Your Installer would have taken you through the process of scrolling through these functions by utilizing the buttons on your inverter, with the required data results being displayed on your screen. Once you have the required data, confirm that the result is consistent with the daily generation chart for the same month supplied to you when you paid your deposit or received in your Compliance Pack. These instructions are also available to you in your owner's manual and will help you determine the amount of energy your solar system is producing. You should take these readings around 5.30pm and look for today's total generation and use that figure to measure against the daily output estimate supplied in your Compliance Pack.

Many Inverters have monitoring platforms delivered via a web portal. Fronius also offer a Smart Meter which will maximize self-consumption of the solar power you generate. It has a portal called Solar Web which presents a clear overview of energy use within the home, and intelligently coordinates the energy flows and optimizes your energy management.

Fluctuations in system yield can occur for several reasons – from changing seasons and shade over panels, to simple inverter malfunctions and more complicated technical problems you have Regular monitoring helps you to detect irregularities early.

It is important to make sure that you take the generation details on a clear sunny day.

## 3. System Maintenance and cleaning panels

The most effective way to clean your solar panels is with a hose fitted to a long-handled cleaning mop from ground level If possible as it is dangerous to clean panels whilst on the rooftop without the appropriate harness equipment. If this is not possible a bucket of water, hose, and a sponge will suffice. Carefully climb on to the roof and clean the panels with the water and non-abrasive sponge then hose them down for best results. If you use any detergents make sure that you rinse the panels very well. Driftwind Electrical recommends annual maintenance be conducted by qualified Electricians to test Electrical components, fittings, conduits for water ingress, Isolators etc. to confirm they are functioning correctly, and the system is safe. Do not attempt this yourself unless you are qualified to do so.

### **Energex – Additional charges for meter and Retailer Tariff's**

After acceptance of the quote, we will contact Energex to formally apply for a solar system to be installed at your premises. If Energex does not approve your application, you will be entitled to a full refund. We will also request Energex replace or reprogram your electricity meter after installation. Energex will charge your retailer to do this, and your retailer will pass the charges onto you. Energex charges range from \$100 to \$ 700 depending on your meter.

Your electricity tariff/contract may change following solar installation. Your retailer may also charge a daily charge of around 7 cents for the solar meter. You should contact your retailer to confirm possible changes. It's always worth keeping an eye on your electricity bill to ensure you are being charged correctly.

### **STC's**

The STC's (Small Scale Technologies certificates) mentioned on your quote are a federal government renewable energy financial incentive. The STC's have been discounted off the price of the job, and you will not be entitled to any other government based financial recompense at the end of the STC process. We will do all the paperwork to claim the STC's, but we'll need you to be home to sign the STC assignment form on completion of the install.

### **Final payment**

Your final payment is required on the day of completion of our works (the installation of your solar system). After receipt of payment we will submit an EWR to Energex to change your meter. Energex generally changes your meter 2 to 4 weeks after our work is complete.

### **Refunds**

A full refund can be requested if you:

- Do not consent to the site-specific full system design and performance estimate or any variations, upon receipt of the information, you will be entitled to full refund upon request.
- Do not receive site-specific full system design and performance estimate before the expiry of any cooling-off period,
- If the estimated delivery timeframe for installation is not completed as agreed at point of sale, you will be entitled to a full refund upon request.
- If the Grid Connection Approval is not obtained prior to installation and the consumer does not receive Approval from the Distributor to connect a system, you will be entitled to full refund upon request; and
- Extra chargeable work arises, which was not specified in the initial contract, and additional costs are not borne by Driftwind Electrical and the consumer does not consent to these additional costs.

### **Primary Contact for Code Administration**

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