



Westside Energy

WARRANTY POLICY STATEMENT

February 2018

Westside Energy (SA) Pty Ltd warrants the energy systems that are installed under Westside Energy work orders. It is Westside Energy's objective to treat all customers fairly and ensure the products that are supplied and installed meet their design objectives. As such, Westside Energy offers:

- Installation warranties

Westside Energy warrants all installations based on the agreement with the individual customer. The installation warranty covers the workmanship to install the equipment or system purchased by the customer. In the event of a fault, Westside Energy will act to fix or replace (subject to product warranty requirements) within the term of the warranty.

and,

- Product warranties

Major equipment supplied and installed by Westside Energy carries a manufacturer's warranty. The terms and conditions of manufacturer's warranties differ and will be provided to each customer.

Westside Energy manufactured equipment is provided and installed with a 5-year product warranty where in the case of a fault, Westside Energy will cover the costs of repair and replacement, provided it is determined the equipment and system was being used for the purposes it was designed and within the operating parameters.

Neither the installation or product warranty will cover:

- Existing installations that Westside Energy is required to connect to for overall use of the equipment or system;
- Normal wear and tear;
- Any malicious damage or abuse;
- Damage caused by animals, people, extreme weather conditions, "acts of God", improper voltage or power surges beyond Westside Energy's reasonable control;
- Corrosion, oxidisation, discolouration by mould or similar;
- Alterations made to existing infrastructure to support the installation; or
- Any damage of any kind that was not reasonably foreseeable or could not be expected.

Warranties are valid only if the work has been completed and all payments have been received by Westside Energy. Product warranty timelines are based on the manufacturing date and not the installation date. All warranties are transferrable by the original customer to any subsequent owner provided that the equipment and system is being used for the purposes it was designed and within the operating parameters.

Customers are required to notify Westside Energy in the event of a problem with an installation and provide Westside Energy adequate time to remedy the issue free of charge.

Customers are to be informed of the warranties provided by Westside Energy and the products installed by Westside Energy. Products that do not meet with the above warranty provisions will not be installed by Westside Energy unless specifically required and acknowledged by a customer.

Wayne Irvine - Director

Allan Sage – Director

Chris Bull – Director