

Warranty Period

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| 1. Solar Panel | = 5 years (SAV-2.5CF, SAV-2.5GB, SAV-10W/B, SAV-10T)
= 10 years (SAV-20, SAV-20T, SAV-30, SAV-40T, SAV-60T, SAV-120 models) |
| 2. Housing | = 5 years (SAV-2.5CF, SAV-2.5GB, SAV-10W/B, SAV-10T)
= 10 years (SAV-20, SAV-20T, SAV-30, SAV-40T, SAV-60T, SAV-120 models) |
| 3. Motor | = 3 years (All models) |
| 4. Labour | = 1 years (All models) |
| 5. Shipping Cost | = 1 years (All models) |
| 6. Batteries | = 1 year (where applicable) |
| 7. AC-DC Adaptor | = 1 year (where applicable) |

Warranty Conditions

1. The solar fan system must be installed in accordance with the manufacturer's installation instructions.
2. Warranty is only offered against manufacturing defects.
3. The coverage period is valid for the indicated time from the date of purchase. The attending service person reserves the right to verify this date by requesting a copy of the original purchase receipts prior to the commencement of any warranty work.
4. Should any part of the complete solar fan system product be replaced during this warranty period, only the balance of the original warranty will continue to remain effective.
5. Where the system has not been installed in accordance with the installation procedures or installed such that normal service access is difficult, a service charge will apply. Should access be assessed as unsafe, service will be refused. Access by scissors lifts or elevated platforms will be chargeable prior to warranty work commencing.
6. Component manufacturers are at liberty to alter the design or construction for the products not withstanding that the product may have been sold by description or sample, even though alterations made have been introduced from the date of Contract and the date of delivery provided that the products are of the same or similar quality and are fit for the purposes for which they are purchased. Such alterations shall not constitute a defect in design or construction under this warranty.
7. Dated proof of purchase is required prior to the approval and commencement of warranty work.
8. The Warranty shall be limited to the replacement or repair, at the option of SolarArk Aust Pty Ltd of any defective products and of such parts as have been damaged in consequence of the defect. SolarArk Aust Pty Ltd is excluded to the extent allowable by Law from responsibility for any consequential loss including injury to persons; damage to property; economic loss; pain and suffering and any legal or other damages flowing from any manufacturing during fault or defect.

9. SolarArk does not recommend 24-hr continuous use of the ventilators in the case of direct connection to DC mains. Ventilators with AC-DC adaptor to mains should not be used longer than 3 hours past sun-down for the longevity of the motors as this will void any warranty.
10. The ventilator's thermostat should never be isolated and temperature set-points should never be adjusted to allow the ventilator to run continuously as this would cause the motor to burn-out and void the unit's warranty.
11. SolarArk Aust Pty Ltd shall be under no obligation to return parts replaced at its option pursuant to this warranty.
12. All independent work carried out must be authorised and pre-arranged by SolarArk Aust Pty Ltd before any work commences. Works carried out prior to SolarArk Aust Pty Ltd formal approval may be subject to refusal.
13. Labour claims is subject to on-site troubleshooting with SolarArk Rep. Support. All claims will only be honoured based on SolarArk Schedule of Rates and after the faulty parts have been received. Service charges for warranty related repairs is capped at AUD300.
14. By law you must observe certain minimum safety precautions when working on high work sites. These safety precautions are outlined in work cover code of practice "safe work on roofs" part one and two in the occupation health and safety act 1983.
15. SolarArk will not accept any cost related invoices for work carried out under warranty outside of standard business hours (Monday to Friday 8:00am to 4:00pm).

Warranty Exclusions

The following exclusions shall cause the warranty to become void and may incur a service charge and cost of parts that may be required.

1. Accidental damage, acts of God, failure due to misuse, incorrect installation including but not limited to, as per owner's manual, installation guide, installation instruction and any other requirements set by SolarArk Aust Pty Ltd and or lack of maintenance.
2. If the system is sold or attempts to repair or alter the system without the consent of or other than by an authorised SolarArk Aust Pty Ltd representative.
3. Damage caused by animals, birds and rodents.
4. Claims for damage to wall foundations, furnishings, roofs or other losses directly or indirectly due to leakage from the ventilator.
5. Damage to the solar fan system due to excessive winds.
6. Warranty will be covered within Metropolitan areas. Where the system is installed outside the boundaries of a Capital Cities Metropolitan area (areas on STD), or where the solar fan system is installed outside of a 20km radius of an accredited SolarArk Service Agent's premises, the costs of transport, insurance and travelling will be charged to the consumer.

Warranty Claim Procedure

For all warranty claims on SolarArk Solar Roof Ventilator, please contact your SolarArk Representative. A Warranty Claim form will be provided by your representative and forwarded to the Dealer for inclusion of claim details.

The Warranty Claim Form is the initial form raised to start the warranty process. This form is used to track the completion of the stages and labour charges associated with the warranty claim.

Have all information regarding the warranty claim available including: -

- Original purchase receipts
- Installer & Customer Details
- System Details
- Information on Faulty Components

An authorised agent will be allocated to your warranty claim. In the case that the warranty is not valid, the labour and parts will be charged to the agent or consumer based on the warranty coverage.

Initial Warranty Procedure

Labour claims will only be honoured based on the SolarArk Schedule of Rates and once the faulty stock has been received.

1. Telephone call received by customer support staff.
2. Support staff will ascertain the nature of the call.
3. The call will be logged in the After Sales Service Warranty data base.

If the call is from a consumer, customer service staff will ascertain if the call is regarding warranty. If the call is regarding sales or service, this will be dealt with accordingly (i.e forwarded to sales staff or service personnel). Warranty calls will continue with the following procedures:

- i. If the call is a warranty regarding OEM components, follow the instructions given for OEM Service Call Procedures.
- ii. If the call is related to a SolarArk component covered by SolarArk warranty, customer service will send a warranty claim form to the authorised SolarArk dealer by fax or email by close of business the next business day.
- iii. The first step to be taken by the dealer should be to direct the installer or a licensed tradesperson to attend site to investigate the cause of the fault. Should the installer report that the fault is a SolarArk system fault, photographic evidence of the fault should be recorded and sent back to dealer and SolarArk.
- iv. The dealer is to be requested to supply as much information as possible regarding the system fault or system problem.

- v. Customer service update warranty log to register the claim form number and any other information made available regarding the claim.
- vi. Warranty claim form to be returned from the authorised SolarArk dealer within 48 hours. If the warranty form is not returned, SolarArk will follow up and update the warranty log.
- vii. Technical department will assess the claim form within 24 hours and ascertain warranty status to be approved or rejected. The outcomes will be registered in the warranty log.
- viii. If warranty claim is rejected, the technical department will notify the dealer that the warranty is not approved and the warranty log will be noted and closed.
- ix. For provisional warranty approval, the dealer will be contacted and the warranty log will be updated of the notification.
- x. Replacement parts will be dispatched within 24 hours upon notification to the dealer. All faulty parts and labour invoice to be sent to SolarArk within 72 hours of receipt of replacement parts.
- xi. Should faulty parts not be returned after 5 days a follow up call to be made to the dealer to ascertain warranty progress.
- xii. Upon receipt of faulty parts technical department to forward parts to supplier for testing and noted in warranty log.
- xiii. Dealer to provide labour invoice to customer service for credit and technical department to update warranty claim log. Labour charges is capped at AUD 300.

NOTE: SolarArk service agent can be requested to attend the service call however if fault is found to be not of a warranty type charges will apply.

NOTE: If the returned parts are found to be serviceable or faulty parts not returned to SolarArk, the warranty will be rejected.

NOTE: If a SolarArk service engineer be required to attend site, this will be charged at the standard SolarArk labour rates including travel, accommodation and any other associated costs if the fault is found to be of a non-warranty issue.

OEM Service Call Procedure

Described below is the procedure to follow should warranty of OEM products be required.

1. Consumer to contact the authorised SolarArk Dealer and Dealer will notify SolarArk to obtain all relevant warranty paperwork to initiate procedure claim.
2. Technical Department will log the warranty service enquiry in warranty data base.
3. Dealer to contact OEM to obtain a warranty job claim number and approval within 24 hours after original call received.
4. SolarArk to follow up on the status with the dealer and the outcome of the repairs.

- Should approval not be granted, the dealer will notify SolarArk technical department of the outcome and the warranty data base will be noted and logged warranty job closed.

NOTE: If a SolarArk service engineer be required to attend site, this will be charged at the standard SolarArk labour rates including travel, accommodation and any other associated costs if the fault is found to be of a non-warranty issue.

Relevant Supplier Contact List

Component	Contact
Victron Charge Controller	Contact: Victron
Victron DC-DC Converter	Contact: Victron
AC-DC Adaptor	Contact: SolarArk 1300 670 966
Ventilator motor	Contact: SolarArk 1300 670 966
Ventilator thermostat	Contact: SolarArk 1300 670 966