

Warranty Procedure

For the initial warranty service to begin, a service issue is identified by the consumer and reported to the SolarArk Aust. Reseller/Installer or directly to SolarArk.

1. A telephone call is 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 initial 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 reseller/installer by email within 24hrs from receiving contact. Alternatively, fill online by clicking on link. [ONLINE WARRANTY FORM](http://www.solarark.com.au/warranties/warranty-claim-form) <www.solarark.com.au/warranties/warranty-claim-form>
- 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. While on site, the tradesperson is to contact the SolarArk Warranty Engineers to troubleshoot the issue while on the initial site visit. Failure to do so may void the warranty claim. Should the installer/tradesperson 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 including customer's details with the warranty claim form.
- v. 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. Failure to complete the warranty form may result in a negative warranty claim.
- vi. The 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.
- vii. If warranty claim is rejected, the technical department will notify the reseller/installer or the customer directly of the warranty outcome and the warranty log will be updated and closed.
- viii. Replacement parts will be dispatched within 24 hours upon notification to the reseller/installer. All faulty parts and labour invoices are to be sent to SolarArk within 72 hours of receipt of replacement parts.
- ix. Should faulty parts not be returned after 5 days, a follow up call will be made to the reseller/installer to ascertain the warranty progress.
- x. Upon receipt of faulty parts, the technical department will forward the parts to the OEM for testing and with time and date noted in warranty log.



- xi. 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 with exclusions.

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 to service originator.

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.

