



Mondiaux Solar

Whole-of-System Warranty Policy

Independent from and in addition to the Product Warranties provided by the component manufacturers and any warranties implied or specified under Consumer Law, Mondiaux Solar backs all its systems with a full 10 year “Whole of System” warranty which includes on-site rectification.

What it covers

If during the first ten years of operation, your system suffers a fault of defect in relation to the products supplied or the installation workmanship, Mondiaux Solar will rectify your system at no cost to you. This covers all related cost in relation to repair and/or replacement of components and the associated on-site labour.

Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Restrictions and Exclusions

- a) This warranty will only apply to the original installation of the relevant Mondiaux Solar Products, and will immediately terminate upon the removal from the initial installation of such Mondiaux Solar Products.
- b) Mondiaux Solar does not warrant its products when any of the Mondiaux Solar Products are exposed to conditions which would normally be adverse or harmful to solar panel modules, inverters and mounting frames, including but not limited to:
 - i. 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).
 - ii. Fault or damage caused by external factors or events (for example vandalism).
 - iii. Faults or damage caused by tampering with or repair or modification by a party other than Mondiaux Solar.
 - iv. Items that are visual in nature or do not affect the performance of the system.
 - v. Faults or damage caused by the electricity grid.
 - vi. Non-compliance with operating instructions.
 - vii. Incidental or consequential loss in relation to a fault or defect.
 - viii. Removal or damage to the rating plate of an inverter.



What Happens After Ten Years

In the event of a fault or defect happens after 10 years, you can still rely on the product warranties provided by the manufactures of the components supplied as a part of the system.

- Panel warranty (specified in the manual) comes with a minimum **10-year** manufactures product warranty and a **25-year** linear performance warranty* from the installation date.
- Inverter warranty (specified in the manual) is always at a minimum 5-year warranty, but often a **10-year** warranty is standard. Upgrades available with additional charges.
- Workmanship has a **10-year** performance and operational warranty.
- Balance of supply (all materials apart from the solar panels and the inverter):
 - Isolator – 10 year warranty;
 - Any other materials – 10 year warranty

Mondiaux Solar is your first point of contact and will provide assistance in obtaining warranty resolution from the relevant manufacturer.

This warranty will become invalid if you fail to comply with all reasonable instructions of Mondiaux Solar in relation to the operation and care of the solar system.

Warranty Claims Procedure

If you have a concern about the performance of your system, or to claim a warranty, simply call our office on 1300 911 110 or email info@mondiaux.com.au. We will respond to your claim within two business days, and have an officer to attend site to assess the claim (if required) within seven days.

Please retain your sales documentation, as this should be produced to validate a warranty claim.

*The term “linear warranty” warrants that loss should be less than 2.5% in the first year, and thereafter the loss ratio degrades linearly; the loss ratio should be less than 20% 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% of their original system efficiency output for 25 years. The warranty covers defects due to faulty workmanship materials for ten years.