

Warranty Policy

Dynamic Solar and Electrical provides a 5 year warranty on the operation and performance of the whole solar PV system including workmanship and products.

Warranty documentation will be provided to the customer.

Manufacturer's warranty for all third party products including PV Modules, Inverters, Batteries, and Mounting frames are warranted by the manufacturer, please refer to their warranty documents provided for specific terms and conditions.

The Warranty will not apply where the efficiency of the System has been reduced as a result of:

- damage to the System that is out of human control such as weather damage;
- misuse of the System (eg. the Customer fails to follow the System Manual);
- neglect (eg. the Customer fails to properly maintain the System);
- fair wear and tear;
- interference with or alteration of the System by the Customer or third parties (eg. modification, repair, maintenance, testing of the System other than as authorised by Dynamic Solar and Electrical)

Making a Claim

During the life of the Warranty, the Customer can make a Claim by contacting Dynamic Solar and Electrical via any of the following methods:

- Phone: 0432 628 778
- Post: Dynamic Solar and Electrical
PO Box 2358
Rowville Victoria 3178
- By Email: brett@dse.melbourne

Liability

Except as specifically set out in this Warranty policy or in any statement provided with the System (i.e. in the System Manual), where the System is defective or faulty, Dynamic Solar and Electrical will comply with its obligations at Law and will not, to the extent permitted by Law, be subject to any liability which exceeds the replacement value of the System and/or be liable for any contingent, consequential or punitive damages arising in any way whatsoever in relation to the supply and installation of the System and the Customer acknowledges this express limitation of liability and agrees to limit any claim accordingly.

Australian Consumer Law - Mandatory Statement

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 for 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.