



Address: 6 Fryers Street, Shepparton VIC 3630  
ABN:716 1878 9530 Phone: 1300 809 064  
Website: [www.greentunnel.com.au](http://www.greentunnel.com.au)  
Email: [info@greentunnel.com.au](mailto:info@greentunnel.com.au)

# WHOLE OF SYSTEM WARRANTY & ONSITE SERVICE

Independent from and in addition to the Product Warranties provided by the component manufacturers and any warranties implied or specified under Consumer Law, Green Tunnel backs all its systems with a **Full 5 year “Whole of System” Warranty** which includes on-site rectification.

## What it covers:

If during the first five years of operation, your system suffers a fault or defect in relation to the products supplied or the installation workmanship, then Green Tunnel will rectify your system at no cost to you.

Green Tunnel will also repair any damage or leaks caused by it or its contractors during the installation process, subject to Green Tunnel being notified of such damage as soon as you become aware of, or should have reasonably become aware, of the damage.

This covers all related costs in relation to repair and/or replacement of components and/or damage and the associated on-site labour.

## Conditions and what is not covered:

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).

Fault or damage caused by external factors or events (for example vandalism).

Faults or damage caused by tampering with or repair or modification by a party other than Green Tunnel.

Items that are visual in nature or do not affect the performance of the system.

Faults or damage caused by the electricity grid.

Non-compliance with operating instructions.

Incidental or consequential loss in relation to a fault or defect.

## What happens after 5 years:

In the event of a fault or defect, you can still rely on the product warranties provided by the manufacturers of the components supplied as part of the system (for example, the 25-year performance warranty associated with Solar Panels).

Green Tunnel is your first point of contact and will aid in obtaining warranty resolution from the relevant manufacturer.

Many of the products we supply come with an on-site labour warranty (providing coverage after 5 years). You should consult the relevant warranty documentation in relation to the specific products you are considering determining if labour is covered after 5 years. Product Warranty documents are given in your solar Installation Documents or else you can request from Green Tunnel. You can also view our warranty details here at <http://www.greentunnel.com.au/warranties.html>.