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# WORKMANSHIP WARRANTY

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## Joju Residential (5 year) Workmanship Warranty

This warranty applies to solar PV installations carried out by Joju Ltd on residential properties.

### What is covered?

This warranty covers defects in workmanship of your solar PV system subject to any limitations and exemptions set out below.

This warranty does not cover any post installation metering or monitoring services provided by a third party.

### How long does the warranty last?

This warranty lasts for five (5) years from the date the system is commissioned.

During the period of the warranty where Joju Ltd's workmanship has resulted in a defective installation then Joju Ltd will, at its absolute discretion, either carry out any repairs or replacements necessary to allow proper functioning of the Solar PV system.

### Warranty voiding

This warranty will become null and void and Joju Ltd will cease to have any liability in the event that any person amends, adapts or interferes with the installed Solar PV system.

### Relationship with product warranties

When you purchase a solar PV system you will normally benefit from Product Warranties given by the manufacturers on the principal system components (namely solar panels and inverters). Details of those warranties are provided to you separately. This warranty is a workmanship warranty only. Specifically though it does not cover any products for which you have separate Product Warranties.

However, if a component of your Solar PV System which is subject to a separate product warranty ceases to work then Joju will assist you by:

- Liasing on your behalf with the manufacturer who provided the product warranty; and
- Replacing any component that is agreed to be replaced under such product warranty.

In that instance Joju Ltd reserves the right to make a reasonable charge for labour and access (eg. scaffolding) involved in such replacement.

### Contacting Joju and the cost of inspections

If you believe that there is a problem with your solar PV system then you should contact Joju Ltd.

We will investigate that issue promptly.

We will normally ask you or your site representative to carry out some basic checks and readings from your inverter before we carry out a site visit. We may ask you or them to carry out a system reset. Any such proposal will be made within 72 hours of the issues being reported to us.

If the problem cannot be resolved in this way we will propose carrying out a site visit. Any such site visit will normally be made within 5 days of the issue being reported and will be carried out sooner where practicable.

If we carry out a site visit and discover that there was a problem subject to the terms of this warranty then there will be no charge for the site visit.

However, if we carry out a site visit and our investigations show that there was no such problem then we reserve the right to charge you for the labour and access costs of carrying out the site visit. We will provide you with an estimate of such costs prior to site visit.

### Your obligation

It is your obligation to assist us by providing us with:

- suitable access to all elements of the system; and
- such information as we need in order to pursue any warranties against the product manufacturers.