

# 10 Year Product Warranty

As the manufacturer of quality solar mounting systems, Clenergy Australia provides a warranty for all PV-ezRack® products it supplies in Australia and New Zealand (“**Products**”). The warranty provided by Clenergy Australia is subject to the conditions contained in this document (“**Warranty**”). No other warranty provision implied or otherwise is to be assumed. Your Warranty coverage is in accordance with this document.

**Product Warranty Table for Installations in Corrosivity Category 1, 2, 3, 4 and 5 (ISO 9223)**

Product	Material	Standard or Customized Product	Product Warranty		
			Corrosivity Category 1, 2 and 3	Corrosivity Category 4	Corrosivity Category 5
1	Aluminium Components	6005CL-T5 mill finish	10 years	10 years*	
		6005-T5 anodized to 10 microns			
		6005-T5 anodized to 15 microns		10 years*	
		6005-T5 anodized to 20 microns			
2	Galvanized Steel Components	Galvanized Steel at 85 microns in average	10 years	10 years	Not warranted
3	Stainless Steel Components	SUS304			10 years
4	Fasteners (bolts/nuts/washers)	SUS304		Standard	
		SUS316			Customized
5	Screws for Tile Interface	Carbon Steel SAE 1022 with Climaseal C3 Rated Finish	Standard	10 years**	
6	Screws for Tin Interface	Carbon Steel with C3 Rated Finish		Standard	Not warranted
		Carbon Steel with C5 Rated Finish	30 years		25 years

\* Subject to interface spacing reduction as advised by Clenergy Australia. Please contact us for more details.

\*\* The screws under tile interface are assumed to be installed in category 1, 2 or 3 micro-climate within the roof structure.

## Warranty Scope

Your solar mounting Product has been manufactured to high standards, however, should any manufacturing defect arise, please contact Clenergy Australia. We will arrange for an inspection of the affected Product(s) to determine the extent of the problem.

Details are provided below as to the extent of your Warranty coverage and any exclusions that may apply. Please read these provisions carefully to ensure you receive the appropriate assistance and support in a timely manner. Please also contact Clenergy Australia if any part of this Warranty is unclear, or you wish to discuss your rights and remedies under this Warranty.

**If your Product fails during the Warranty periods set out in the Warranty table above due to a defect in:**

**(a) materials and/or workmanship on and from the date of the Product's delivery; or**

**(b) structural integrity on and from the date of the Product's installation,**

**Clenergy Australia will at its election (after proof of purchase has been confirmed) either repair or resupply the defective Product provided that:**

- The Product was installed correctly by a Clean Energy Council ("CEC") accredited or equivalent accreditation installer, following the Clenergy installation manual provided at time of purchase.
- The Product has been maintained correctly in accordance with section "Care of your Product" below.

## Warranty Conditions

- Any and all costs for repair or replacement outside the Warranty period are the responsibility of the customer.
- Where Clenergy attends a site and finds that the Product is not faulty, the costs for the visit will be payable by the customer.
- Defective Products shall be uninstalled and/or reinstalled at the customer's expense and risk.
- Under certain conditions, the Warranty can be extended to more than 10 years at an extra cost, available upon request.

## Warranty Exclusions

- Product finish (natural surface oxidation) or any natural impairment or surface corrosion that does not compromise the structural integrity.
- Products sold or installed outside of Australia and New Zealand unless approved previously in writing by Clenergy Australia.
- Damage caused by transport, mishandling, incorrect storage, improper loading or willful conduct.
- Any Product not correctly installed in accordance with our installation manual, or any specific design instruction or special conditions as advised by Clenergy Australia.
- Damage caused by the Product being modified in any way unless previously agreed to in writing by Clenergy Australia.
- The use of the Product for purposes other than the mounting of PV solar panels.
- Installations where the environment is excluded in the "Products Warranty Table" above, and for galvanized steel ground system Products, where the pH level is outside the range of 6-8, unless agreed to in writing by Clenergy Australia prior to installation.
- Damage caused by extreme weather conditions or any other natural or man-made event outside of our control.
- Damage caused by attachments not designed or approved for connection to the Product.
- Damage caused by lightning strikes or excessive currents through the earthing/grounding clamps, clips or lugs.

Our Products may come with guarantees that cannot be excluded under the Australian Consumer Law. You may be entitled under statute to a replacement or refund for a major defect in the Products. You may also be entitled under statute to have the products repaired for any defect which does not amount to a major defect. The benefits given by this Warranty are in addition to any statutory rights and remedies you may have under Australian law.

## Product Care

Clenergy Products are designed to be durable with minimal care, however it is important that you maintain your mounting Product in accordance with proper practices. This includes regular maintenance and inspection to avoid damage.

The aluminum components are made from either AL 6005CL-T5 or AL6005-T5 and may also have a clear anodization. The aluminum may undergo some surface oxidization in service. Please note that this is normal and part of the natural ageing process. The result may even be beneficial to the longevity of the Product, as the oxidization can provide additional protection against degradation by pollution and atmospheric corrosion.






- You should also ensure that if the Product is stored prior to installing that it is not contaminated by contact with rusty items or other impurities such as dirt and chemicals. Should this occur, you must clean the Product and make any repairs using approved methods such as galvanized paint and antirust treatments immediately before installation. Steel components should be inspected before and after installation and any damage to the galvanizing should be treated immediately to prevent rusting. It is normal for galvanized Products to develop a surface barrier (the 'patina'), which helps to protect the surface from contaminants in the atmosphere and does not adversely affect the Product.
- The torque values of fastener connections on mounting system must be checked annually and corrected if needed in accordance with Clenergy Australia's installation manual.
- Regular cleaning to remove any soil or other possible contaminants must also be performed. Cleaning should be performed in accordance with guidelines recommended by the Standards Association of Australia (AS 1231-2000) (for aluminium Products) and the Galvanizers Association of Australia (GAA) (for steel Products supplied in Australia) or the Galvanizers Association of New Zealand (GANZ) (for steel Products supplied in New Zealand) or any other similar organisations (as applicable). When using tin interfaces for installation works, screws not exposed to frequent rain should be washed down with fresh water at least every 6 months.

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