

# WORKMANSHIP WARRANTY

## Introduction

Dear Customer

Origin offers a limited warranty for any defects in the work carried out by its qualified technicians when conducting repairs on a solar system under a Solar Repairs agreement (“**workmanship warranty**”).

### 1. Who receives the benefit of this workmanship warranty

This warranty applies to the residential customer named in the Solar Repairs agreement entered into with Origin from 1 November 2015. Where the Site (as that term is defined in the Solar Repairs agreement) has been transferred, Origin will transfer this workmanship warranty to the new owner of the Site for the balance of the warranty period on the same terms.

### 2. Scope of this workmanship warranty

The workmanship warranty covers any defects that arise from the workmanship in carrying out the service at the Site specified in the Solar Repairs agreement.

It does not cover the system or any of its components, including the performance of the panels or the inverter (which may be covered by separate manufacturer warranties and under law).

The workmanship warranty period is 12 months from the date of completion of the service.

Where the workmanship warranty applies, Origin will either (at its discretion and cost):

- re-do or repair the service; or
- replace any faulty part supplied by us with a comparable new or refurbished part so that the service is no longer defective.

### 3. Limitations and Exclusions of the workmanship warranty:

To the extent permitted by law, claims are excluded from the workmanship warranty where the defect or loss is or has been caused or contributed by:

- improper use of the solar system;
- failure to comply with manufacturer’s instructions;
- work on the system (including modifying, moving or relocating any part of the system, even if temporary) performed by someone other than us or our subcontractors;
- any act, omission, misuse, abuse, or damage (whether wilful, accidental or negligent) caused by you or a third party;

- any extreme weather or circumstances at the Site at which the service was carried out (eg lightning, floods, power surges, pest damage, corrosion, land or building movement);
- interference from other devices;
- general wear and tear;
- a failure to promptly notify Origin of any defects; or
- any works or parts which were not part of the Solar Repairs agreement.

### 4. How to claim under this workmanship warranty

To claim under this workmanship warranty, please contact Origin by one of the following means:

**Address:** GPO Box 186, Melbourne VIC 3001

**Email:** solaradmin@originenergy.com.au

**Phone:** 1300 791 468

You will need to provide:

- your name, address and contact telephone number
- outline of the nature of the workmanship defect
- evidence of the workmanship defect

### 5. You have other statutory rights

This workmanship warranty applies in addition to any statutory rights or remedies you may have, including under the Australian Consumer Law.

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.

### 5. About Origin

This workmanship warranty is provided by the Origin entity that entered into the Solar Repairs agreement with you. The relevant Origin entity will be stated on the Solar Repairs agreement and will be either:

- Origin Energy Electricity Limited (ABN 33 071 052 287)
- Origin Energy (TM) Pty Ltd (ABN 49 108 327 760)
- Origin Energy Retail No. 2 Pty Limited (ABN 49 601 182 790)