

## OPEL SOLAR'S PERFORMANCE GUARANTEE

### 1. YOUR SOLAR SYSTEM'S ESTIMATED OUTPUT

At the time your solar system is installed you will be provided with our "PV Home Owner Guide" document. That document sets out the estimated yield for the first year after installation (System Performance).

The Estimated Yield relates to the year one performance of the solar system and is based on data provided by the Clean Energy Council. However, yearly weather patterns will vary. The Estimated Yield will also be affected by a number of other factors, which are described in the "PV Home Owner Guide" document.

We guarantee that the energy output of your Opel Solar's solar system will meet or exceed:

- the Estimated Yield in the first year after installation; and
- 90% of the Estimated Yield in the second, third, fourth and fifth years after installation, subject to the factors described in the "PV Home Owner Guide" document (Performance Guarantee).

### 2. MAKING A CLAIM

If your system does not meet the Performance Guarantee for a particular year after installation, then at the end of that year you may be entitled to make a claim for compensation.

In order to make a claim for compensation you must send a letter or email us, using the contact details set out below. In your notice you must provide:

- details to support your claim that the Performance Guarantee is not being met – we require you provide data from your inverter or online portal showing the energy production of your system. This data should be collected over a reasonable period to enable us to eliminate factors such as seasonal variations.
- details of the compensation to which you believe you are entitled;
- a copy of your invoice, receipt or any other document which provides proof of purchase of the solar system from us; and details of how we should contact you.

We will contact you within a reasonable time after receipt of your claim to discuss the performance of your solar system with you.

### 3. YOUR RESPONSIBILITIES

When your system is installed, you will be provided with documents which explain a recommended maintenance routine for your solar system and advice on how to monitor its performance.

In determining whether any compensation is payable to you we may take into account how much time has passed between:

- when it would have been reasonable for you to have become aware of a fault or problem with your system (for example, by monitoring your system's performance in accordance with the documents provided to you at the time of installation, by checking your bill each billing cycle or by checking available online electricity data); and when you actually contact us to report that fault or problem.

#### 4. WHEN YOU ARE NOT ENTITLED TO A REMEDY

You are not entitled to a remedy when your solar system does not meet the Performance Guarantee due to something:

- you or someone else (excluding Opel Solar's contractors, agents or employees) did or did not do, or
- Opel human control that happened after the system was installed at your premises.

Examples may include where:

1. an unskilled, unqualified or inexperienced person removed, reinstalled, repaired or modified the system;
2. you failed to carry out reasonable maintenance on the solar system or its surrounds (such as vegetation) in accordance with the documents provided to you at the time your system was installed; or
3. actual weather values deviate from the site irradiation and temperature estimate values used in your "PV Home Owner Guide".

#### 5. JURISDICTION

Opel Solar's System Warranty is to be construed in accordance with the laws of NSW and any disputes will be determined by the exclusive jurisdiction of the courts of NSW.

#### 6. CONSUMER GUARANTEES

In addition to Opel Solar's System Warranty our goods and services also come with further guarantees that cannot be excluded under the Australian Consumer Law.

Please note that in addition to the rights and remedies set out in this document, you may also have other rights and remedies available to you under the law.

#### 7. CONTACT DETAILS

Opel Solar Pty Ltd  
Address: 2/79 Williamson Rd, Ingleburn, NSW 2565  
Customer Service: 1300 237 684