



ALLIANCE ELECTRICAL CONTRACTORS PTY LTD | ABN 47 684 423 210

Warranty Information

Our warranty and service commitments, and your rights under the Australian Consumer Law. Document version 2026-08.1.

We stand behind our work. One warranty, the same for every customer: no tiers, no upsells. This document sets out what we promise on general electrical work and on solar and battery systems, what the manufacturers promise on their equipment, what we ask of you, and how to make a claim.

1 Who Gives This Warranty

WARRANTOR	Alliance Electrical Contractors Pty Ltd (ABN 47 684 423 210)
LICENCES	NSW Lic No. 483884C, QLD Lic No. 1514062
ADDRESS	29 Queen Street, Mullumbimby NSW 2482
PHONE	0483 908 571
EMAIL	hello@allianceelectrical.com.au

2 Warranty Summary

WHAT IS COVERED	PERIOD
Workmanship, general electrical work	24 months from completion
Workmanship warranty, solar and battery installs (installation labour, mounting, roof penetrations, cabling and terminations)	10 years from installation
Manufacturer warranty, inverters and batteries	Per manufacturer documents (typically 10 years)
Manufacturer warranty, panels (product and performance)	Per manufacturer documents (typically 10 to 25 years)
Transfer to a new owner if the property is sold	Free, for the remaining period

Everything in this table is in addition to your rights under the Australian Consumer Law and, for residential building work in NSW, the statutory warranties under the Home Building Act 1989 (up to six years for major defects). Nothing in this document limits those rights.

3 Workmanship Warranty, General Electrical Work

We warrant our workmanship on general electrical work for **24 months from the date the work is completed**. If a defect in our workmanship appears in that period, we will come back and put it right at no cost to you: repaired, redone or replaced, whichever fixes it properly.

4 Workmanship Warranty, Solar and Battery

Every solar and battery system we install carries a **10 year workmanship warranty from the date of installation**. It covers our installation labour and the workmanship of the whole install, including:

- Panel mounting and fixings
- Roof penetrations
- Cabling and terminations

If a defect in our workmanship appears in any of these within the warranty period, we come back and put it right at no cost to you. Materials and components are covered by the manufacturers' warranties, and we handle those claims for you (section 5). Optional third-party add-ons (such as smart power sensors and diverters, EV chargers, or meter board upgrades) carry their own manufacturer warranties, and our workmanship warranty covers our installation of them.

5 Manufacturer Warranties

The equipment in your system (panels, inverters, batteries) carries the manufacturer's own product and performance warranties, as set out in the manufacturer documents we provide at handover. These pass to you in full and typically run from 10 to 25 years depending on the product. Where a manufacturer requires registration to activate a warranty, we complete or assist with that registration at handover.

If a component fails, contact us first. We will handle the manufacturer claim for you, or assist with it, from lodgement through to the fix. Where the failure traces back to our workmanship, the repair is covered by our workmanship warranty.

6 Your Part

A solar system lives outdoors for decades. To keep every warranty (ours and the manufacturers') in good standing, we ask that you:

- Keep the system reasonably clean and maintained for local conditions, and keep surrounding trees trimmed so the panels are not shaded or struck
- Tell us promptly if you notice a fault or a performance drop, so small problems stay small
- Do not let anyone other than a licensed professional modify or repair the system, and talk to us before engaging someone else, except in an emergency
- Keep the handover documents and manufacturer manuals we give you

7 If We Damage Something

Our people are covered by comprehensive insurance for work done on your premises (public liability held with Gard). In the rare event of accidental damage to your property during our work, or damage caused by a workmanship fault afterwards, we will assess and repair the damage at our cost or through insurance, provided the damage is a direct result of our work and not pre-existing, you give us timely notice and reasonable access, and you take reasonable steps to limit further damage (especially with roof leaks) until we can assess it.

Repairs by a third party you engage should only happen after agreement with us, unless the work is the result of an emergency call response. Costs of third-party work done without that agreement may not be covered, and unqualified interference with the system can put the manufacturer warranties at risk.

8 Callouts, and What This Warranty Does Not Cover

If you raise a problem and it turns out to be covered, the callout costs nothing. If we attend and the cause is outside the warranty, the visit is charged at our standard service rates (published on our website's rates page). Common examples of things outside the warranty:

- Higher power bills caused by increased household consumption or energy retailer price changes, rather than a system fault
- Wi-Fi, internet and monitoring-app issues on the household side
- Tree growth, shading, or panels that have not been kept reasonably clean
- Pre-existing roof damage and general wear and tear of the home
- Damage caused by other tradespeople, the occupants, animals or vermin, severe weather events, or electrical faults originating in the home or the network
- Misuse, neglect, accident, or modification by anyone other than us
- Systems that are performing within the manufacturer's expected parameters

Nothing in this list limits your rights under the Australian Consumer Law where those rights apply.

9 Selling Your Home? The Warranty Transfers Free

Our warranty follows the system, not the person. If you sell the property, the remaining warranty period transfers to the new owner at no charge. Have them contact us and we will update their details, give them copies of the handover documents and manuals, and walk them through the system and its monitoring app.

10 How To Make A Claim

Contact us within the warranty period:

- Email hello@allianceelectrical.com.au or call 0483 908 571
- Tell us your name, the address where we did the work, the approximate date or the job or invoice number if you have it, and what the problem is. Photos and recent power bills help for solar performance concerns

We will acknowledge your claim promptly, assess it (usually with a site visit), and if the defect is covered we will repair, redo or replace at no cost to you within a reasonable time. If we assess a claim as not covered, we will explain why, and that assessment does not affect your consumer law rights. You bear the cost of lodging the claim itself; we bear the costs of assessing and fixing a valid claim, including travel within our service area, and reasonable documented expenses you incur in making a valid claim will be reimbursed.

11 Your Rights Under The Australian Consumer Law

The following wording is required by the Australian Consumer Law and applies to the goods and services we supply:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled: to cancel your service contract with us; and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

The benefits given by our warranty are in addition to other rights and remedies you have under law in relation to the goods and services the warranty relates to.