



## COMPLIMENTARY MONITORING SERVICE – TERMS & CONDITIONS

*This document has been amended as of 07/10/2024 and supersedes all previous versions.*

### 1. Service Outline

Perth Solar Force will review select monitoring portals weekly to identify inverters that are in fault at the time of review. The inverter brands we monitor are Goodwe, SAJ, Sofar, Fronius and SolarEdge. Other products and brands are not monitored.

- a) If we identify that your system displays a fault, you will receive a courtesy SMS and email notification. The email notification will advise you to reboot your solar as this often resolves minor faults.
- b) These notifications will be sent to the system owner's contact details that we have linked to the original sale unless you advise us otherwise. It is the customer's responsibility to advise if their contact details or property ownership changed. We can't control if these notifications go to spam.
- c) Please let us know via return email if rebooting your inverter does not resolve the fault. Should further investigation be required, we will organise a technician to attend and troubleshoot the fault at our next availability.
- d) While we will endeavour to get an electrician out as soon as possible, wait periods may apply for a booking. We will not reimburse you for the time it takes to get an electrician to site.
- e) We will attempt to send a fault notification to the system owner on 4 consecutive occasions – if after 4 consecutive notifications we haven't had a reply we will assume you have opted out of this monitoring service, and you will no longer be included in this service.
- f) Please respect our staff, as we will not tolerate abusive or offensive language. No staff member should be subject to violent, threatening, or abusive language.
- g) Perth Solar Force reserves the right to change or discontinue this service for any reason at any time.

### 2. Limitations and Exclusions

Perth Solar Force, to our knowledge, is the only solar company to provide this service (and for free).

We intend to go above and beyond to alert customers to an inverter fault in the hopes this will avoid large power bills due to loss of production. Kindly note, however, that we are not solely responsible for ensuring a system is working.

- a) We recommend regularly checking your inverter's monitoring app and/or the lights on the inverter to ensure it is always on and working. We encourage system owners to email us at [service@perthsolarforce.com.au](mailto:service@perthsolarforce.com.au) if they have concerns or notice an inverter issue/fault light.
- b) Unfortunately, some faults are intermittent and may not appear at the time we review the monitoring portal. This may mean we are unable to notify you of a fault as we are not aware of its occurrence.
- c) Perth Solar Force's Complimentary Monitoring Service applies exclusively to systems fully installed and maintained by Perth Solar Force.
  - i. Modifications or additions by Perth Solar Force on systems originally installed by third-party companies are not eligible for this service.
  - ii. Systems originally installed by Perth Solar Force that have been serviced or modified by third-party companies may no longer be eligible for this service.
- d) This service applies only to systems registered on Perth Solar Force's master monitoring accounts. If your system was installed prior to 2019, if you do not have WiFi / do not intend to get WiFi, or if you have previously opted not to provide Perth Solar Force with access to your system's online monitoring, your system will not be included in this service. Systems that have been set up with a 'metering' connection for ESM compliance cannot be monitored remotely unless connected to WiFi.
- e) This service does not monitor system performance (for inverters, panels, or strings) where no fault codes are present and only monitors systems that are in fault at the time of review. Underproduction due to environmental shading is not monitored.



- f) This service does not include notifications for systems that are offline, due to the high volume of systems that may be offline at any given time. Ensuring your system remains continuously switched on and connected to WiFi is the system owner's responsibility. Inverters may be offline if:
  - i. The system is disconnected from WiFi – this can happen if you have changed your modem/router, internet provider, WiFi network log in details (network name and/or password), or after a power outage.
  - ii. The system is switched off – this can happen by accident (eg kids turning off isolators at the inverters) or on purpose (eg when third-party contractors have turned the solar off while they complete works in your switchboard but forgot to turn the solar back on).
- g) Perth Solar Force offers a complimentary WiFi set-up on the day of installation. Where possible, we will provide instructions free of charge to guide you through connecting/reconnecting your system to WiFi should it be offline. A call-out fee may apply if you require a technician to attend and assist with WiFi connection/reconnection in the below circumstances including but not limited to:
  - i. If a WiFi network or log in details are not available on the day of installation.
  - ii. If no WiFi network is available at the property until months or years after the installation.
  - iii. If your WiFi network or log in details have changed since your original solar installation.
- h) Perth Solar Force is not liable to reimburse system owners for loss of production due to system downtime or underperformance. We are not the manufacturers of solar components installed.

### 3. Warranty Information

Perth Solar Force has great relationships with the manufacturers and suppliers of the brands that we install and where possible, we will coordinate a warranty claim on your behalf if required.

We acknowledge it can be frustrating to have a system that is not working as expected. We endeavour to resolve an issue as soon as it is brought to our attention and will do our best to make sure the process is as smooth and painless as can be.

- a) If the fault is not covered under warranty (eg if the fault stems from 'user error' or 'third-party interference'), we may charge the system owner fees for our call-out, labour, materials required, and/or other charges to recover any additional expense we have incurred.
- b) If the fault is covered under warranty, Perth Solar Force will liaise with the manufacturer to submit a warranty claim and be reimbursed by the manufacturer for labour.
- c) Inverters are manufactured in various countries, including China, Austria, and Germany, and have head offices located in different states. As a result, delays can vary depending on the brand, and obtaining parts or replacements may take time (as is the case with any company).
- d) Please note that it can take up to one month to receive the parts or replacements needed. We, unfortunately, have no control over the shipping timeframes for warranty or replacement products and appreciate your patience in this matter.
- e) Your warranty period does not reset when a replacement inverter or part is installed, and the original remaining warranty period is automatically transferred to the replacement unit. This applies to all solar manufacturers globally.
- f) In most cases, where the manufacturer has elected to replace or repair your inverter this constitutes the required warranty compensation under Australian Consumer Law.
- g) Any requests for compensation must be taken up directly with the manufacturer as your system warranty is with them. Perth Solar Force is not liable to reimburse for warranty wait times.

To contact the Perth Solar Force Service Department please email [service@perthsolarforce.com.au](mailto:service@perthsolarforce.com.au).