



15-year limited Product Warranty, 5-year limited Finish Warranty

Fujian Fenan Aluminium Co., Ltd. (hereinafter as "FOEN") warrants to the original purchaser ("Tradezone.") of products that it manufactures ("Solar PV Mounting Systems") at the original installation site that the Product shall be free from defects in material and workmanship for a period of fifteen (15) years, except for the under normal atmospheric conditions for a period of five (5) years, from the earlier of 1). The date the installation of the Product is completed, or 2). 30 days after the purchase of Product by the original Purchaser ("Finish Warranty").

The Finish Warranty does not apply to any foreign residue deposited on the finish. All installations in corrosive atmospheric conditions are excluded. The Finish Warranty is VOID if the practices specified by AAMA 609 & 610-02 –"Cleaning and Maintenance for Architecturally Finished Aluminum" (www.aamanet.org) are not followed by Purchaser. This Warranty does not cover damage to the Product that occurs during its shipment, storage, or installation.

This Warranty shall be VOID if installation of the Product is not performed in accordance with FOEN's written installation instructions, or if the Product has been modified, repaired, or reworked in a manner not previously authorized by FOEN IN WRITING, or if the Product is installed in an environment for which it was not designed. FOEN shall not be liable for consequential, contingent or incidental damages arising out of the use of the Product by Purchaser under any circumstances.

If within the specified Warranty periods the Product shall be reasonably proven to be defective, then FOEN shall repair or replace the defective Product, or any part thereof, in FOEN's sole discretion. Such repair or replacement shall completely satisfy and discharge all FOEN's liability with respect to this limited Warranty. Under no circumstances shall FOEN be liable for special, indirect or consequential damages arising out of or related to use by Purchaser of the Product.

In addition to our Warranty against Defects, the Frame also comes with guarantees that cannot be excluded under the Australian Consumer Law (Consumer Guarantees). If the Frame fails to satisfy a Consumer Guarantee, 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 Frame repaired or replaced if the Frame fails to be of acceptable quality and the failure does not amount to a major failure. 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.

*Manufacturers of related items, such as PV modules and flashings, may provide written warranties of their own. FOEN's limited Warranty covers only its Product, and not any related items.

Making a claim

If you believe that the Frame is defective and you are an End-User, you may either make a claim against the installer or builder from whom you purchased the Frame or you may make a claim against us directly. To make a claim against us, you must post, fax or email us a notice, using the contact details set out below.

In your notice, you must provide: details of why you believe the Frame is defective; a copy of your invoice, receipt or any other document which provides proof of purchase;
Details of any expenses you have incurred in making your claim; and details of how we should contact you.

Within a reasonable time after receipt of your claim we will contact you to arrange a time to attend the premises at which the Frame is located.

Jurisdiction

Our Warranty against Defects is to be construed in accordance with the laws of Victoria and any disputes will be determined by the exclusive jurisdiction of the courts of Victoria.

Contact Details

Tradezone
131 Millaroo Drive, Helensvale, 4212, QLD.
Tel: 61 416 484 747
Email: tradecounter@tradezone.com.au