

# EZY Solar Cleaning Mesh Warranty – Terms & Conditions

## 1. Warranty Coverage

EZY Solar Cleaning provides a **10-year warranty** on solar panel bird-proofing mesh installations.

This warranty covers:

- **Material defects** – faults in the mesh or fastening clips under normal residential conditions
- **Workmanship issues** – faults directly resulting from installation carried out by EZY Solar Cleaning

### **Warranty Start Date:**

Coverage begins on the original installation date.

### **Eligibility:**

This warranty applies to the original customer only and is **non-transferable**.

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## 2. What We Will Do

If a valid claim is approved, EZY Solar Cleaning will, at its sole discretion:

- Repair the affected area, or
- Replace defective mesh components

This will be carried out **at no cost for materials**, and includes reasonable labour directly related to the repair.

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## 3. Warranty Claim Process

To make a claim:

- Contact EZY Solar Cleaning with **proof of purchase**
- Provide a **clear description and photos (if possible)** of the issue

We may:

- Request further information, and/or
- Arrange an **inspection of the installation**

Approved claims will be scheduled for repair within a reasonable timeframe.

**Claims must be submitted within 30 days of identifying the issue.**

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## 4. Access Requirements

Warranty service is subject to **safe and reasonable access** to the installation area.

EZY Solar Cleaning reserves the right to:

- Decline or modify service where access conditions are unsafe or have significantly changed
  - Charge additional costs where specialised access equipment is required (e.g. scaffolding, lifts)
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## 5. Exclusions

This warranty does **not** cover:

### External & Environmental Damage

- Falling branches, animals, pests, or external impacts
- Extreme weather events including hail, storms, high winds, flooding, lightning, or natural disasters

### Unauthorised Interference

- Repairs, modifications, or tampering by any party other than EZY Solar Cleaning

### Maintenance & Care

- Failure to carry out recommended maintenance
- Lack of reasonable upkeep or neglect

### General Wear & Cosmetic Changes

- Minor fading, discoloration, or surface wear that does not affect performance

### Abnormal Conditions

- Exposure outside normal residential conditions, including excessive corrosion environments or unusual structural movement
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## 6. Maintenance Requirements

To maintain warranty validity:

- Solar panels and mesh must be **professionally cleaned and inspected at least once every 2 years**
- During servicing, mesh and clips should be checked for movement, damage, or deterioration

**Failure to follow these requirements may void the warranty.**

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## 7. Limitation of Liability

EZY Solar Cleaning is **not liable for**:

- Indirect or consequential damages
- Loss of solar system performance or energy production
- Damage unrelated to the mesh installation

This does not affect any rights you may have under Australian Consumer Law.