



# Solar Whiz/ SAM Warranty Registration Form

Please retain your sales receipt / invoice as proof of purchase.  
Date of installation is required for Warranty Service.

PRODUCT: ..... DATE OF PURCHASE.....

**CUSTOMER NAME & ADDRESS:**

Name.....

Street.....

Suburb.....

State.....Postcode.....

**DEALER NAME & ADDRESS:**

Name.....

Street.....

Suburb.....

State.....Postcode.....

**INSTALLATION ADDRESS:**

Installation Date.....

Street.....

Suburb.....

State.....Postcode.....

**INSTALLER DETAILS:**

Name.....

Address.....

.....

Phone: ..... Email.....

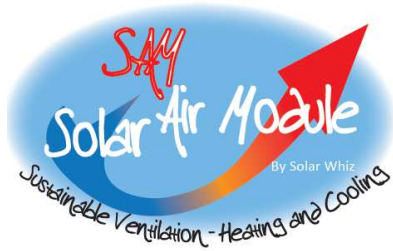
**The installation has been completed as per GES' instructions and to the customer's full satisfaction:**

Customer Signature..... Date.....

Installer Signature..... Date.....

- To ensure access to warranty service, kindly complete the details on the form at the time of purchase / installation and return with photos of completed installation to Global Export Solutions Pty Ltd, 205 Elgar Road, Surrey Hills, Vic, 3127.
- You will need proof of purchase / installation to claim warranty service, therefore please ensure that you retain and store your purchase receipt and this form in a safe place, or you may be charged for repairs.
- If and when you need warranty service, please refer to the warranty terms.

Global Export Solutions Pty Ltd Trading as Global Eco & Environmental Solutions  
P: 03 9808 1555 FC: 1300 655 118 F: 03 9808 1455  
Websites: [www.ges.com.au](http://www.ges.com.au), [www.heatwithsolar.com.au](http://www.heatwithsolar.com.au), [www.solarwhiz.com.au](http://www.solarwhiz.com.au)  
Email: [ges@ges.com.au](mailto:ges@ges.com.au)  
205 Elgar Road, Surrey Hills VIC 3127  
ABN 32 105 018 380



#### WARRANTY TERMS AND CONDITIONS

1. Global Export Solutions Pty Ltd warrants that during the Warranty Period, the product will with normal use and service be free from faulty parts, manufacture or workmanship. If a defect arises during the warranty period, Global Export Solutions Pty Ltd will, at its cost and option and subject to these warranty terms and conditions, repair or replace the product.
2. The Warranty Period for:
  - (a) 2 years or 24 months from the date of purchase on Solar Whiz and Solar Air Module (SAM) all models.
  - (b) 10 years from the date of purchase on Solar PV Panel supplied with Solar Whiz and Solar Air Module (SAM) Products.
3. This warranty is valid only for Products that are purchased new and unused, from Global Export Solutions Pty Ltd or an authorized reseller / dealer. The customer must provide the original proof of purchase from one of those organizations to receive any services under this warranty.
4. This warranty only applies where a defect has arisen, wholly or substantially, as a result of faulty manufacture, parts or labor. The warranty does not apply where damage is caused by other factors, including without limitation:
  - (a) Normal wear and tear;
  - (b) Abuse, mishandling, accident or failure to follow operating instructions;
  - (c) Servicing or modification of the Product other than by Global Export Solutions Pty Ltd, their authorized service agents.
  - (d) Use of the Product with other accessories, attachments, product supplies, parts or devices that do not conform to Global Export Solutions Pty Ltd specifications; or
  - (e) Shipment or other transit.
5. This warranty does not cover:
  - (a) The cost of transit to and from Global Export Solutions Pty Ltd;
  - (b) Repair or replacement of any Product damaged during transit to or from Global Export Solutions Pty Ltd; or
  - (c) Any loss or consequential damage incurred while the Product is being repaired.
6. This warranty is to be read together with any liabilities that Global Export Solutions Pty Ltd may have under any statute.
7. To the extent permitted by law, Global Export Solutions Pty Ltd exclude all representations, warranties, conditions and liabilities to the Customer in respect of the Product (including liability for indirect or consequential loss or damage such as loss of expenditure associated with the Product and loss of enjoyment.) If an implied condition or warranty that cannot be excluded is breached, Global Export Solutions Pty Ltd as the case may be, limits its liability, as its option, to repairing the Product, replacing the Product or paying for the cost of replacing the Product or of acquiring an equivalent product.
8. Instructions for making a warranty claim are included in the enclosed materials. If the warranty claim is not accepted:
  - (a) Global Export Solutions Pty Ltd will inform the Customer;
  - (b) If required to do so by the Customer Global Export Solutions Pty Ltd will repair the Product provided you pay the usual charges for such repair;
  - (c) And if applicable the Customer will be responsible for all costs associated the collection of the product from Global Export Solutions Pty Ltd.

#### MAKING A WARRANTY CLAIM – RETURN TO GLOBAL EXPORT SOLUTIONS FOR REPAIR

The process of a warranty claim is as follows:

1. You must inform Global Export Solutions Pty Ltd or your authorized dealer, as soon as the warranty claim arises and provide a written description including images of the fault.
2. You must send to Global Export Solutions Pty Ltd or your authorized dealer your original proof of purchase and your written description of the fault (including images of the damage and any other relevant material); and
3. You must pay for all of the packaging, freight and insurance costs for transit of the Product to and from Global Export Solutions Pty Ltd. If the warranty claim is accepted Global Export Solutions Pty Ltd will, at its cost, repair or replace any faulty parts or any faulty parts or rectify any faulty workmanship. The product will be returned to you at your cost.

**To make a warranty claim please contact your local dealer or contact Global Export Solutions Pty Ltd.**

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