



ECO MIRAGE LTD WORKMANSHIP WARRANTY

Eco Mirage Ltd Workmanship Warranty Terms and Conditions.

1. Coverage (Workmanship Only)

This Warranty exclusively covers defects or faults arising directly from the **initial installation service** performed by Eco mirage Ltd personnel or authorised subcontractors.

- **Warranty Period:** This Warranty is valid for a period of **ten (10) years** from the date of substantial completion of the initial installation, as defined in the installation agreement.

Covered faults include:

- Movement, displacement, or structural instability of panels, racking, or mounting hardware directly caused by improper fitting or securing during the initial installation.
- Faulty wiring connections or physical damage to system components proven to be a direct result of installer error during the initial wiring phase.

2. Exclusions (What is Not Covered)

This Warranty explicitly **does not** cover the following:

- **Product/Equipment Failures:** The Warranty does not cover the failure, degradation, or malfunction of any solar panels, inverters, batteries, wiring, optimizers, or any other system component. Product warranties are provided separately by the original equipment manufacturers (OEMs).
- **Normal Wear and Tear:** Routine maintenance, cleaning, cosmetic changes, or expected degradation of materials over time.
- **External Causes:** Damage caused by acts of nature (e.g., severe weather, lightning, wind exceeding design specifications, hail, flooding), third-party actions, fire, vandalism, electrical grid surges, or animal damage.
- **Unauthorised Modifications:** Any work, repairs, modifications, or alterations performed on the system or mounting structure by anyone other than authorised personnel from Eco Mirage Ltd.
- **Pre-existing Conditions:** Any issues related to the underlying structure or roofing material that existed prior to the installation.
- **Consequential Loss:** Any indirect or consequential loss, damage, or costs, including but not limited to loss of electricity generation or property damage not directly related to the faulty installation workmanship.



ECO MIRAGE LTD WORKMANSHIP WARRANTY

3. Service and Charges

3.1. Warranty Claims Process

To make a claim under this Warranty, the Customer must notify Eco Mirage Ltd in writing within a reasonable timeframe (no later than 14 days) after discovering the alleged defect. The notification must include the original installation date, description of the issue, and contact details.

Upon receipt of a valid claim, Eco Mirage Ltd will arrange an inspection of the site to determine if the fault is covered by this Warranty.

3.2. Resolution

If a defect in workmanship is confirmed to be covered by this Warranty, Eco Mirage Ltd will, at its sole discretion, elect to either:

- Repair the defective workmanship.
- Replace the specific faulty installation elements necessary to rectify the issue.

3.3. Chargeable Works

Any and all work performed by Eco Mirage Ltd that falls outside the scope of Section 2 (Coverage), including diagnosis of equipment failures, removal and replacement of defective equipment, or modifications requested by the customer, is chargeable at Eco Mirage Ltd's standard rates. The Customer will be provided with an estimate for such chargeable works before they commence. Services are available on the company website: <https://www.ecomirage.co.uk/book-online>.

4. Limitation of Liability

This Warranty is the sole and exclusive remedy available to the Customer for installation workmanship defects. To the maximum extent permitted by law, Eco Mirage Ltd is not liable for any other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose.

This Warranty is non-transferable and applies only to the original Customer and the original installation address.