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FT Energy – Solar PV Installation Warranty

2-Year Installation Workmanship Warranty

FT Energy provides a 2-year warranty on the installation workmanship of your solar PV system, commencing from the date of installation/commissioning.

This warranty covers defects directly attributable to the workmanship or installation carried out by FT Energy. Where a valid installation workmanship issue is identified, FT Energy will, at its discretion, repair or rectify the affected installation at no additional charge.

Manufacturer Product Warranties

All solar panels, inverters, batteries, mounting systems and other equipment supplied as part of the installation are subject to the individual manufacturer's warranty terms and conditions.

Manufacturer warranties are separate from the FT Energy installation warranty. The duration and coverage of these warranties vary depending on the manufacturer and individual product.

Where a product develops a fault that is covered by the manufacturer's warranty, FT Energy will assist the customer, where appropriate, with the manufacturer's warranty claim.

Labour and Call-Out Costs

Manufacturer product warranties do not include FT Energy labour, travel, access, diagnostic, removal, reinstallation or associated costs unless the relevant manufacturer specifically confirms that such costs are covered.

Where a manufacturer's warranty requires a component to be replaced, any labour or associated costs not covered by the manufacturer may be chargeable to the customer.

Examples may include:

- Diagnosis of a failed component.
- Travel or attendance at the property.
- Removal of defective equipment.
- Reinstallation of replacement equipment.
- Scaffolding, access equipment or specialist access.
- Additional electrical or building work required as a result of the component failure.

Any chargeable work will be discussed with the customer before the work is undertaken.

Exclusions from the Installation Warranty

The FT Energy 2-year installation warranty does not cover faults or damage resulting from:

- Misuse, neglect or accidental damage.
- Alterations or modifications carried out by others.
- Damage caused by external electrical systems or grid conditions.
- Storm, lightning, flooding, fire or other events outside FT Energy's control.
- Normal wear and tear.
- Damage caused by pests, vermin or third parties.
- Failure of equipment covered by a manufacturer's separate product warranty.

This warranty does not affect or replace any statutory rights the customer may have under applicable Irish consumer law.

FT Energy
Solar PV & Renewable Energy Specialists
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