

Product, Project & Service Warranty Policy

UTICA Solar | UTICA SG | Authorised UTICAsia Energy Channels

Policy owner	UTICAsia Energy Pte. Ltd.
Effective date	2 October 2026
Primary support contact	customer@utica.sg

This Warranty Policy applies to products supplied directly by UTICAsia Energy Pte. Ltd. and to Singapore project services performed under an accepted quotation, proposal or contract. UTICA SG website descriptions are informational and do not by themselves create a project scope or warranty. Warranty coverage is determined by the applicable direct purchase terms, accepted project documents, manufacturer warranty, warranty certificate and UTICAsia Energy Terms & Conditions.

1. Direct Product Purchases

This section applies to solar panels, inverters, batteries, solar energy systems and other products purchased directly through UTICA Solar or another authorised UTICAsia Energy sales channel.

1. Direct Purchase and Installation Scope

Products and complete solar energy systems may be purchased on a product-only basis. A direct online or retail purchase does not automatically include installation, site survey, commissioning, electrical works, grid connection, SP applications or other site services.

Installation services are provided only for Singapore projects that UTICAsia Energy has assessed and expressly accepted. A Singapore customer who requires installation must contact UTICAsia Energy, and installation becomes part of the transaction only when it is included in an accepted written quotation, proposal or project agreement.

2. Manufacturer Product Warranties

Products supplied by UTICAsia Energy may be covered by warranties provided by their respective manufacturers. The applicable warranty period, coverage, labour entitlement, conditions and remedies depend on the manufacturer, product model and system size.

Manufacturer warranties may apply to products purchased directly and to equipment supplied as part of a Singapore project, even where individual equipment prices are not separately itemised in the project proposal.

Where permitted by the manufacturer's terms, UTICAsia Energy will pass through the benefit of the applicable manufacturer warranty to the customer and may reasonably assist with eligible

manufacturer warranty claims. The manufacturer remains responsible for determining whether a manufacturer-backed claim is covered.

- Solar module product and performance warranties
- Inverter warranties
- Battery warranties
- Optimiser warranties
- Mounting and electrical component warranties
- Monitoring equipment warranties
- Other manufacturer-backed product warranties

3. Defective or Non-Conforming Products

If a product supplied by UTICAsia Energy is defective, faulty or does not conform to the applicable sales contract, the customer should notify UTICAsia Energy as soon as reasonably practicable after discovering the issue.

Depending on the circumstances, applicable warranty terms and applicable law, UTICAsia Energy may arrange inspection, troubleshooting, testing, repair, replacement, coordination with the manufacturer, refund or price adjustment where applicable, or another appropriate remedy.

Nothing in this Warranty Policy removes or restricts rights or remedies that cannot lawfully be excluded or restricted.

2. Singapore Solar Installation & Services

UTICA SG introduces UTICAsia Energy's Singapore solar installation, engineering and maintenance capabilities. Actual project scope, pricing, included equipment and warranty coverage come from the accepted project proposal or contract, which may package products and services into a single lump-sum price.

4. Project Equipment and Lump-Sum Proposals

A Singapore solar project may package solar modules, inverters, mounting structures, DC and AC wiring, protection equipment, system integration, testing, commissioning, monitoring and other agreed works into one project price.

Equipment supplied within a project remains subject to its applicable manufacturer warranty even where it is not sold or priced as a separate retail item. The accepted proposal determines what equipment and services are included in the project.

5. Project Warranty Layers

A Singapore solar installation can contain several separate forms of warranty and service coverage. They operate alongside one another and should not be treated as the same warranty.

Where an accepted proposal expressly provides them, current UTICAsia Energy solar project terms may include a 3-year comprehensive full-system warranty, 5-year free checking and maintenance, and 10-year workmanship warranty. If a customer's accepted proposal states different periods or inclusions, the accepted proposal will apply to that project.

Manufacturer equipment warranties may continue beyond the comprehensive system warranty. A longer manufacturer warranty does not automatically extend the comprehensive system warranty, workmanship warranty or free maintenance period.

6. Installation, Maintenance and Service Workmanship

UTICAsia Energy warrants that contracted installation, maintenance, repair, troubleshooting, replacement, testing and commissioning work will be performed with reasonable care and skill and in accordance with the agreed scope.

If a system issue is caused by defective or improper workmanship performed by UTICAsia Energy during the applicable workmanship warranty period, UTICAsia Energy must be given a reasonable opportunity to inspect and determine the cause. Where the claim is accepted, UTICAsia Energy may rectify or re-perform the affected work, repair the affected installation, replace an installation-related component where appropriate, or provide another reasonable remedy.

Maintenance or repair of an existing system does not automatically create a new warranty over the entire system or restart a manufacturer's original warranty unless this is expressly agreed in writing.

7. Checking and Maintenance Included in Project Proposals

Where an accepted project proposal includes free checking and maintenance, the duration and service frequency stated in that proposal will apply.

For proposals that provide the 5-year free checking and maintenance package, the standard service may include one remote inspection of the solar system per year, with on-site servicing arranged when UTICAsia Energy considers it necessary for diagnosis or support.

Unless expressly included in the proposal, free checking and maintenance does not include replacement components, chemical treatment or cleaning of photovoltaic modules, scaffolding, staging, lifting equipment or other special roof-access costs.

8. SP Applications, Grid Connection and Regulatory Services

Where an accepted Singapore project includes SP application, submissions, testing, commissioning, grid connection support or other regulatory services, UTICAsia Energy will perform the agreed services with reasonable care and skill.

Unless expressly guaranteed in writing, UTICAsia Energy does not guarantee approval by SP Group, a government authority or another third party, a specific approval date, a specific grid connection date, or third-party processing time. UTICAsia Energy remains responsible for correcting errors in submissions caused by UTICAsia Energy where those submissions form part of the contracted scope.

9. Solar System Performance

Actual solar generation varies according to solar irradiation, weather, temperature, shading, roof orientation and inclination, system design, equipment efficiency, soiling, system availability, grid conditions, customer electricity consumption and maintenance.

System sizing, simulated production, electricity savings, payback periods and financial projections are estimates unless expressly stated to be guaranteed in writing. Manufacturer power output or performance warranties remain subject to the applicable manufacturer's warranty terms.

3. Roofing & Waterproofing Services

UTICAsia Energy may undertake solar-only projects, roof-only projects, or combined solar and roofing projects in Singapore. Each scope has its own warranty basis.

10. Roof Leakage After Solar Installation

Where an accepted solar installation proposal includes a standard roofing leakage warranty, that warranty applies for the period stated in the proposal. Current solar installation proposals may provide a 12-month roofing leakage warranty after solar installation.

This solar-installation leakage warranty is intended for leakage attributable to UTICAsia Energy's contracted solar installation work. It does not automatically cover pre-existing roof defects, unrelated roof areas, building movement or roofing work outside the accepted solar installation scope.

11. Roof-Only and Combined Roofing Projects

A roof-only project is governed by the roofing, waterproofing, structural and other specialist works expressly included in its accepted roofing proposal. A solar-only project does not automatically include a roof replacement or full-roof waterproofing warranty.

For a combined solar and roofing project, the solar equipment warranty, solar installation workmanship warranty, roofing or waterproofing warranty and any maintenance entitlement remain separate forms of coverage. The applicable scope and warranty period for each will be stated in the accepted project documents.

12. Glass Surface Installations

Solar installation on glass surfaces is outside UTICAsia Energy's standard solar installation warranty where the accepted proposal states that exclusion. Any glass-surface installation that UTICAsia Energy expressly agrees to undertake will be governed by the specific written scope, exclusions and warranty terms for that project, subject to applicable law.

4. General Warranty Conditions

These conditions apply across eligible product, solar installation, maintenance and roofing claims unless a specific written manufacturer or project warranty states otherwise.

13. Warranty Exclusions

Unless otherwise stated in a specific written warranty, warranty coverage does not normally apply to failure, deterioration or damage caused by circumstances outside the applicable warranty scope.

These exclusions do not apply to the extent that the relevant failure or damage was caused by defective workmanship performed by UTICAsia Energy and is covered by an applicable UTICAsia Energy workmanship warranty.

- Misuse, abuse, neglect or accidental damage
- Failure to follow applicable operating or maintenance instructions
- Unauthorised modification, relocation, dismantling, repair or electrical work
- Incorrect configuration introduced by the customer or an unauthorised third party

- Operation outside manufacturer specifications
- Improper maintenance or normal wear and tear
- Pest, insect or animal damage
- Lightning, electrical surges, abnormal grid conditions, fire, flood, severe weather or natural disasters
- Building movement or structural failure not caused by UTICAsia Energy's contracted work
- Pre-existing roof, waterproofing, structural or electrical defects not included in the contracted rectification scope
- Failure of internet, telecommunications, Wi-Fi or third-party monitoring platforms outside UTICAsia Energy's control
- Acts or omissions of utilities, authorities, manufacturers or other independent third parties
- Other circumstances expressly excluded under the applicable manufacturer or project warranty

14. Inspection, Third-Party Repairs and Modifications

Customers should contact UTICAsia Energy before arranging substantial third-party repair, modification, dismantling or replacement of equipment or works that are the subject of a warranty claim.

UTICAsia Energy must be given a reasonable opportunity to inspect and assess an alleged defect before substantial corrective work is performed by another party. This does not prevent reasonable and necessary action where urgent work is required to protect personal safety or prevent further property damage.

A warranty claim may be affected to the extent that unauthorised work prevents UTICAsia Energy or the manufacturer from determining the original cause of failure or where that work causes additional damage.

15. Removal, Reinstallation, Transport and Labour Costs

A manufacturer warranty may cover a defective product without covering related labour, transportation, access, dismantling, removal, reinstallation, scaffolding, lifting equipment, shipping or other associated costs.

Coverage of these costs depends on the applicable manufacturer warranty, project warranty, UTICAsia Energy workmanship warranty, maintenance entitlement and the cause of the failure. Where a cost is not covered, UTICAsia Energy may provide a quotation for the required work.

16. Warranty Claims

Customers should report suspected warranty issues promptly and, where reasonably practicable, within 60 days after discovering the issue. Failure to notify UTICAsia Energy within 60 days does not automatically remove rights that cannot lawfully be excluded and does not by itself invalidate an otherwise valid statutory claim.

UTICAsia Energy or its authorised representative must be given reasonable access to inspect, test and diagnose equipment or workmanship that is the subject of a claim.

- Customer name and contact information
- Installation or delivery address where applicable
- Order, quotation, proposal or invoice number
- Product model and serial number where applicable
- Description of the issue and date first discovered
- Photographs or videos where available

- Monitoring records or error messages where available
- Other information reasonably required for diagnosis

17. Warranty Transfer and Warranty Periods

Manufacturer warranties may be transferred only where permitted by the relevant manufacturer's terms.

Where UTICAsia Energy has issued an installation, roofing or workmanship warranty for a Singapore project, the remaining warranty may transfer to a subsequent owner of the property where the relevant system or work remains at the original site, has not been materially altered by an unauthorised third party, the new owner can reasonably identify the original project, and the applicable project warranty does not state otherwise.

Transfer does not restart or extend the original warranty period. The accepted quotation, proposal, project agreement, warranty certificate, handover documentation and manufacturer warranty should be used to confirm the applicable period.

18. Limitation, Statutory Rights and Other Terms

To the extent permitted by applicable law, UTICAsia Energy will not be responsible under this Warranty Policy for indirect, incidental, special or consequential losses arising from a product failure or warranty claim, including loss of business, loss of revenue, loss of production or loss of anticipated savings.

Nothing in this Warranty Policy excludes or limits liability that cannot lawfully be excluded or limited, and nothing in this policy is intended to remove, restrict or modify rights or remedies available under applicable Singapore law.

This Warranty Policy forms part of the wider UTICAsia Energy customer framework. Manufacturer warranties govern manufacturer-backed product coverage, while accepted project proposals and project-specific warranties govern installation, maintenance, roofing and other services.

Warranty Support

For warranty and technical support, contact customer@utica.sg.

Please provide your order, invoice, quotation or project reference where available, together with the product model, serial number, issue description and supporting photographs or monitoring information where relevant.