

Media Release

Tuesday, 26 February 2013

Warning on Unleash Solar Pty Ltd.

Consumer and Business Services has issued a public warning about Unleash Solar Pty Ltd (trading as Unleash Solar) after complaints about faulty equipment and warranty work not being completed.

Commissioner for Consumer Affairs Paul White says CBS is investigating several complaints from customers against the Adelaide-based company, mostly relating to faulty inverters on solar panel systems.

"We're currently investigating 17 complaints, 13 of which relate to faulty inverters," Commissioner White said.

"11 of the consumers are from South Australia and six are interstate.

"Our investigators have spoken to the company's sole director Dionysios Perdikoyiannis.

"He has informed us that the company doesn't intend to address outstanding warranty claims for between 3 to 6 months, because he says it will take the company that long to obtain supply of new inverters from China.

"CBS considers this to be an excessive time for consumers to wait for warranty claims to be addressed and would constitute a major failure under the Australian Consumer Law, as the goods supplied are substantially unfit for the purpose and cannot easily be rectified, within a reasonable time.

"CBS is concerned that the company is not financially viable and any consumers who contract with Unleash Solar risk losing deposits.

"CBS is additionally concerned that Unleash Solar is not taking consumer guarantees seriously and warn consumers who may decide to contract with Unleash Solar likely risk major delays in having warranty issues addressed.

"We are continuing our investigations and we will continue to work with consumers to try to resolve their complaints.

"If consumers have complaints about Unleash Solar, they should contact CBS on 13 1882 for assistance and advice."