

CONTACT SOLAR

SOLAR PANEL SPECIALISTS
BATTERY STORAGE SPECIALISTS

Dominic Murray

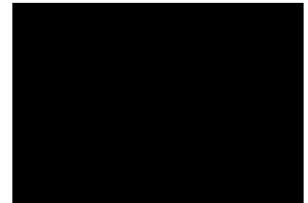
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Proposal For

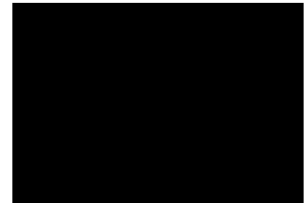
Mark Skinner
213 Coxtie Green Road
Pilgrims Hatch
Brentwood
Essex
CM14 5RP



Total Price for your Installation:



Estimated Return on Investment:



Dear Mark,

Many thanks for your recent enquiry. It is with pleasure that I enclose a full information pack and bespoke quotation.

Did you know that aside from generating power for your own home and saving on your household bills solar pv is still one of the better ROI products on the market.

Over 1 million home owners have now had solar installed on their homes, many with battery storage, to become self-sufficient, save money and to reduce their carbon footprint.

With advances in technology, solar & battery storage is now more cost effective than ever to have installed. With no salesmen and our own fully qualified installation teams, its no wonder we are busier than ever. Contact solar will not be beat on price or quality.

Within this proposal you will find the following information:

- Further information about us, Contact Solar
- Information regarding our qualifications and our processes
- A description of where the panels will be located
- Our quote – bespoke to your requirements
- Information about the products that we use and why we recommend them
- Contact Solar Terms of Business & The HIES leaflet
- An order form and a cancellation form
- Contact Solar is a member of the HIES Accreditation scheme

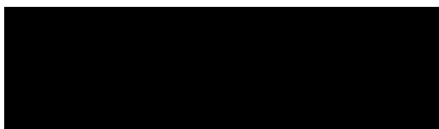
The price provided includes everything, including VAT, there are no hidden extras and no loop holes. We only work with and install the highest quality products to give you the best possible return on your investment.

All the information provided within this pack and quotation adheres to Government, HIES, MCS and NICEIC regulations.

Contact Solar is here to support you throughout the whole process from design, application, supply, and installation we're here to make this a pleasant experience.

Thank You for choosing Contact Solar. We look forward to speaking with you again soon.

Kind regards,



About Us

Contact Solar have grown consistently since the start of our journey in 2012, we have an excellent reputation within the industry for providing excellent value for money matched with impeccable customer service.

We believe that people buy people, and we understand that the investment you're about to make isn't just for today, it's for tomorrow and the next 20 years. This investment is going to save YOU money right from the word go and we want to help you make the right choices.

All of our work and the products that we use during the installation process are certified to MCS standard, this means that we supply you with the highest quality products from a professional and credible team. We have a web of installers all over the UK for domestic and commercial installs.

The Solar Pv industry is one of the most regulated in the UK, every year we go through multiple audits to ensure our standards continue to rise. The goes alongside the MCS, HIES, and NICEIC. regulations that we adhere to, this ensures that we are always one step ahead of the competition.

We've built our reputation by working with our customers and for our customers. Just like your new Solar Panels, we're here for the long term.



Estimated Generation Table

Return on Investment: [REDACTED]

25 Year Calculation

Period (Year)	Yield (kWh/y)	Split Rate (£)		Elec Bill Savings (Est) (£)		Export Income (£)		Total Benefit (£)	
		Annual	Annual	Annual	Combined	Annual	Combined	Annual	Combined
1	9660								
2	9621								
3	9582								
4	9544								
5	9506								
6	9468								
7	9430								
8	9392								
9	9355								
10	9317								
11	9280								
12	9243								
13	9206								
14	9169								
15	9132								
16	9096								
17	9060								
18	9023								
19	8987								
20	8951								
21	8915								
22	8880								
23	8844								
24	8809								
25	8774								

Total CO2 Savings per Year; 2147

Cost of Installation [REDACTED]

Total benefit over 25 years based on these assumptions;

Item	Assumption
Export Income (Est)	30.00%
Fuel Usage - Estimated KWH Used From PV	70.00%
Inflation	2.6% - www.ons.gov.uk/economy/
Estimated Elec Price Increases	8.50%
Yearly Panel Efficiency Degradation	0.40%
VAT Rate	0%
Electricity Supplier	Octopus Energy
Export Rate	£0.040
Electricity cost per kw	£0.250
Solar iBoost savings per day	£0.000
Clipping Factor	0%

Estimated Generation Table Without Storage

Period (Year)	Yield (kWh/y)	Split Rate (£)		Elec Bill Savings (Est) (£)		Export Income (£)		Total Benefit (£)	
		Annual	Annual	Annual	Combined	Annual	Combined	Annual	Combined
1	9660								
2	9621								
3	9582								
4	9544								
5	9506								
6	9468								
7	9430								
8	9392								
9	9355								
10	9317								
11	9280								
12	9243								
13	9206								
14	9169								
15	9132								
16	9096								
17	9060								
18	9023								
19	8987								
20	8951								
21	8915								
24	8809								
25	8774								

Total CO2 Savings per Year; 2147

Total benefit over 25 years based on these assumptions;

Item	Assumptions Without Battery Storage
Export Income (Est)	75.00%
Fuel Usage - Estimated KWH Used From PV	25.00%
Inflation	2.6% - www.ons.gov.uk/economy/
Estimated Elec Price Increases	8.50%
Yearly Panel Efficiency Degradation	0.40%
VAT Rate	0%
Electricity Supplier	Octopus Energy
Export Rate	£0.04
Electricity cost per kw	£0.25
Solar iBoost savings per day	£0.00
Clipping Factor	0.00%

The calculations in these tables, page 4 and 5, are based on the degrees from south and roof angle of your roof supplied to us at the time of your enquiry. Clipping factor is a percentage, we estimated, to be clipped as per 16amp domestic property limit, to meet DNO restrictions. Figures are based on 80% depth of discharge on the batteries, giving 4kWh storage. We have based this off Octopus Energy with export rates of £0.04. To gain an export tariff you have to join an export paying electricity provider. Please do your own research on this matter.

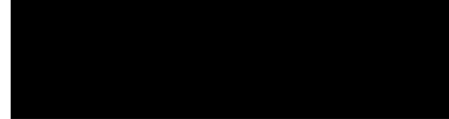
Please note all the usage figures are estimated and assumed, these are likely to differ per property. The figures generated are not guaranteed. Fuel usage is the assumed amount of kWh you will use which your solar has generated. We assume you will be half of the day.

All figures in these tables estimates only. Please see our full terms and conditions.

Order Form

To:
Contact Solar Ltd
Unit 15
Matrix Way
Buckshaw Village
Preston
PR7 7ND

Fully Installed Price



Customer Name	Mark Skinner
Site Address	213 Coxtie Green Road
	Pilgrims Hatch
	Brentwood
	Essex
	CM14 5RP
Reference Number	SKI915
Date of Quotation	16.01.24

Description of Goods and Services	Quantity	Total	
<u>Goods</u>			
Module - 430W Jinko Tiger Panel Includes Electrical Equipment: PV Cable, AC & DC Isolators, Garage Board etc.	24		
Sun Synk 8-12kW Three Phase Inverter	1		
Fastensol Mounting Kit	1		
Generation Meter	1		
Site Survey Prior To Installation	-		
<u>Services</u>			
Installation And all MCS Documentation	1		
<u>Extras</u>			
EPS (free subject to earth rod)	1		
21.28kW Sun Synk Battery Storage	1		
WIFI Monitoring Portal			
	Sub Total (ex VAT)		
	VAT @ 0%		
	Total (inc VAT)		
	Discount: Promotional Discount		
	Grand Total (inc VAT)		
	Estimated Yield for Year One	9660 kWh	

Payment Terms	£
Payment: Balance payable on completion.	

We/I agree to the quotation and confirm the order for the products and installation services specified.

We/I agree to the total cost and payment terms set out above.

A smart meter will be required in order for you to obtain financial incentives.
 You will have to contact your own energy supplier for this.

Planning Permission Confirmation:

By signing this Order Form, you are confirming that you have received Planning Permission or a Building Warrant for the proposed installation, or ascertained that these are not required. We cannot be held responsible for any installations where Planning Permission or a Building Warrant was required but not obtained, and no refunds will be offered.

We can accept payment by credit card, debit card or a direct transfer.

Name:	
<u>Signature</u>	
Date:	

Thank you for your order.

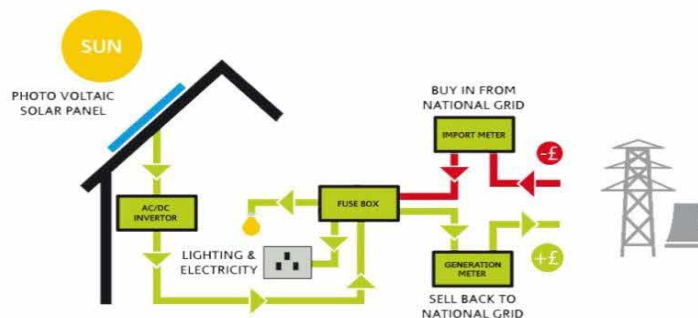
How Do Solar Panels Work?

In scientific terms, (solar) photovoltaic is the transmutation of atom particles from light to electricity. In simpler terms, natural daylight is absorbed by an intricate system of PV cells, this is passed to the inverter and converted to usable power and distributed around the home for use. But how? How does all this work?

A solar panel is built up of cells, a typical 1m x 1.9m solar panel comprises of 60 cells. Each cell is connected via a complex circuit of wires and held together by an aluminium frame. The performance of solar cells is measured by its efficiency e.g. the efficiency of converting natural daylight into electricity. As only a percentage of natural daylight is absorbed and converted into electricity a standard cell on a 385w panel would reach up to 22% efficiency. The panels are then formed to create an array and installed on the roof.

The panel cells are manufactured from silicon based material. There are two main layers to each panel, when natural daylight hits the top layer negative charges are produced and in the bottom layer a positive charge is produced. When the two layers meet in the middle this is when the DC current becomes apparent. It is this DC current that is pushed to the inverter.

The heart of your PV system is your inverter; essentially this does all the hard work. Your home runs off AC power BUT your panels are producing DC power, so it is the job of the inverter to convert the generated power into usable power. But which inverter do you choose, well it all depends on the type of installation you're having. With the amount of money you're investing you want to make the most out of your system. Here are a couple of things you might wish to consider when choosing your inverter:



1. Single roof installation: with this type of installation providing there are no shading issues a traditional string inverter would be installed. If shading is an issue then we would give you an option of adding optimisers to the system.

2. Two roof installation: splitting your panels over two roofs of a different angle or direction requires a dual tracker inverter. This allows each roof to work independently. For example, 6 x panels installed on a south roof and 6 x panels installed on a west roof – the panels on the west roof wouldn't work as efficiently when the panels on the south roof are in natural daylight and vice versa. Therefore choosing a dual tracker inverter would allow each roof to work independently.

3. Three roofs or more or shading issues: as above, if one roof is in daylight and the other in shade the panels with a traditional string inverter (or dual tracker inverter) would only work to the strength of the weakest panel, so to ensure all panels are working to their maximum output in these instances we would recommend optimisers or micro inverters. Once the power has reached the inverter, it is very cleverly converted into usable AC electricity. The usable AC electricity is then passed via a PV cable into the main fuse box (consumer unit) for distribution around the home e.g. to power the washing machine, lights, TV etc.

Predicted System Performance

The Microgeneration Certification Scheme sets out how an estimate of system performance must be arrived at. This is known as the standard MCS procedure. Whenever a quotation is issued, it is a requirement that we also issue the following “disclaimer”:

The performance of Solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the standard MCS procedure and is given as guidance only. It should not be considered as a guarantee of performance.

This system performance calculation has been undertaken using estimated values for array orientation, inclination or shading. Actual performance may be significantly lower or higher if the characteristics of the installed system vary from the estimated values.

Roof 1 - Back 1

A. Installation data for Solar PV	
Installed capacity of system kWp (6 panels x 430W panels)	2.6 kWp
Orientation (degrees from South)	30°
Roof Tilt (degrees from horizontal)	40°
B. Calculations	
The orientation and tilt above give this solar radiation input (Kk) figure from MCS Irradiance data 12 using the postcode CM	936
Shade Factor (SF)	1
Estimated annual output	2414.9 kWh

Roof 2 - Back 2

A. Installation data for Solar PV	
Installed capacity of system kWp (18 panels x 430W panels)	7.7 kWp
Orientation (degrees from South)	30°
Roof Tilt (degrees from horizontal)	40°
B. Calculations	
The orientation and tilt above give this solar radiation input (Kk) figure from MCS Irradiance data 12 using the postcode CM	936
Shade Factor (SF)	1
Estimated annual output	7244.6 kWh

Maximise your Solar System with Battery Storage

A typical system with a Sunsynk Hybrid Inverter, with enhanced functions and performance. This system is all about reducing your energy bill, shorten your investment pay back period, increasing the solar energy yielding and self-consumption rate.

This system also enables you to purchase power and store it in your batteries at cheaper times of the day or night, this is providing your electricity company offers such tariffs, which most now do.

Sunsynk Hybrid Inverter with Sunsynk Lithium Ion Battery Storage

Single phase 16 Amp Hybrid Unit

EPS switch facility available

Remote upgrading and monitoring

Lithium Ion batteries in 5.32kw banks (90% DOD - Usable 4.7kW)

The maximum power on the AC side is 3.6kW as per G98 regulations



What Are The Benefits of Installing Solar Panels?

The Solar Panel's ability to create electricity is a wonder of modern technology. By absorbing natural daylight the panels can convert enough energy to power your entire home and more.

There are many reasons why the consumer market is turning to Solar Power, one of the main reasons is simply because once installed there is very little to no maintenance of the panels and the system, what can be more cost-effective than a free source of energy like natural daylight.

In recent years, the technology behind solar panels has vastly improved, especially since the price of other energy forms is constantly rising. From the instant that your panels are installed you will see a drop in the cost of your mains supply electricity.

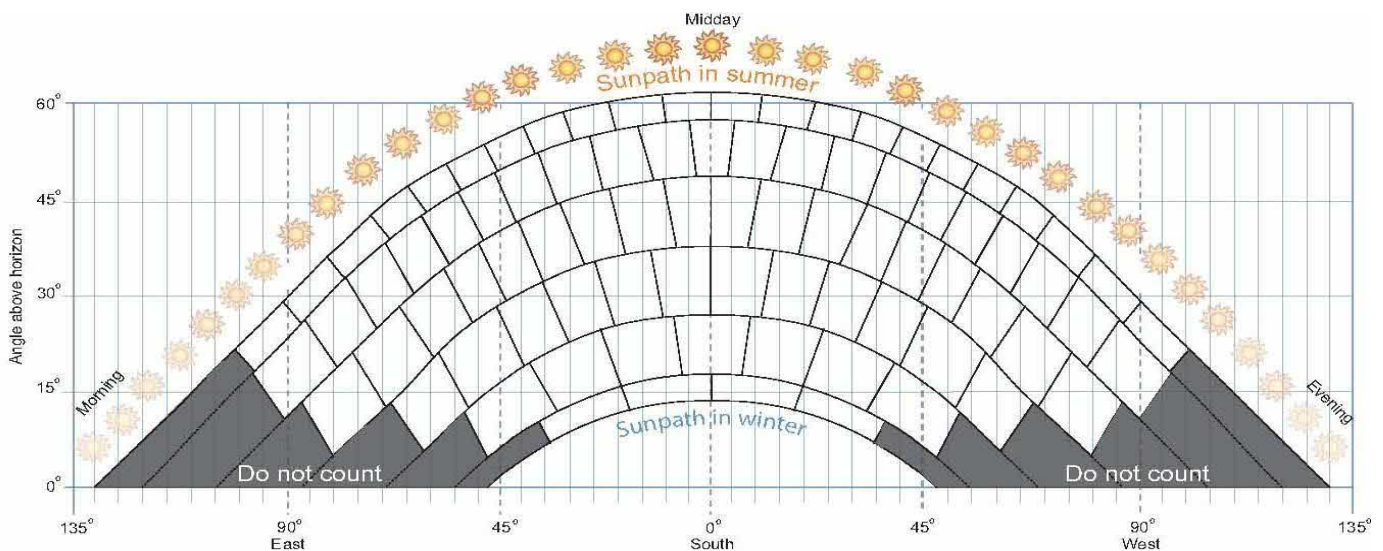
Factors to consider:

- You will make savings on mains supply electricity
- You will power your home with FREE home generated electricity
- Installing Solar panels will reduce your carbon footprint
- Protect yourself against future price rises
- Save the planet
- Revenue stream from export tariff
- Add value to property

The Sun's Path

The sun path diagram is a tool for factoring shading into the calculation of the annual kW/hours generated by the PV system.

Below you will find a sample sun path diagram;



Tiger Neo N-type 54HL4R-B 420-440 Watt ALL-BLACK MODULE

N-Type

Positive power tolerance of 0~+3%

IEC61215(2016), IEC61730(2016)

ISO9001:2015: Quality Management System

ISO14001:2015: Environment Management System

ISO45001:2018

Occupational health and safety management systems



Key Features



SMBB Technology

Better light trapping and current collection to improve module power output and reliability.



Hot 2.0 Technology

The N-type module with Hot 2.0 technology has better reliability and lower LID/LETID.



PID Resistance

Excellent Anti-PID performance guarantee via optimized mass-production process and materials control.



Enhanced Mechanical Load

Certified to withstand: wind load (2400 Pascal) and snow load (5400 Pascal).



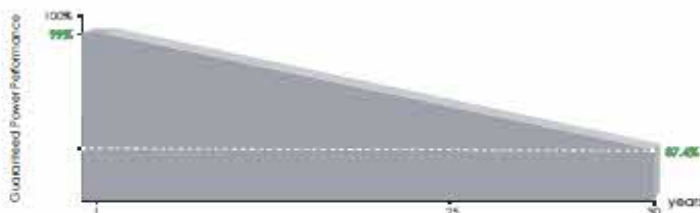
Durability Against Extreme Environmental Conditions

High salt mist and ammonia resistance.



POSITIVE QUALITY
Customer Quality Assurance

LINEAR PERFORMANCE WARRANTY



25 Year Product Warranty

30 Year Linear Power Warranty

0.40% Annual Degradation Over 30 years

SUN SYNK

THREE-PHASE HYBRID INVERTER



DATASHEET

SUN-8K-SG04LP3 / SUN-10K-SG04LP3 / SUN-12K-SG04LP3

LITHIUM BATTERY

SUN-BATT-5.32

Dimension

450x150x533mm



More Usable Energy
90% Depth of Discharge.



Flexible Investment
Scalable from 5.32 to 85.12 kWh.



Safe & Reliable
Premium Lithium Iron Phosphate(LFP)
6000 cycles.



Easy Installation
Floor Stand or Wall Mounted.



Perfect Compatibility
Compatible with Major PCS Brand.



Quick Commissioning
One Button ON/OFF Automatic
ID Assignment.



GS-Tile system

Flush for most tile roofs



Product Features

- Widely used for both crystalline and thin film module .
- Easy & quick installation.
- Only 3~4 kinds of components and no more than two kinds of tools in whole system fixation.
- All system components are made with high quality aluminum & stainless steel.

Technical Data

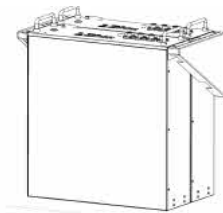
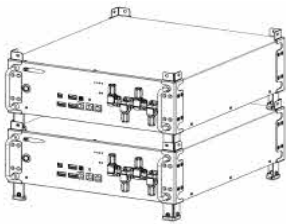
Project site	Sloped roof tile
Tile type	Most tile roof
Slope of roof	Up to 60°
Max Building Height	Up to 20m
Wind Load	60m/s
Snow Load	2.0kn/ m ²
Applicable Module	Frame / frameless module, crystalline/ thin film module
Module Orientation	Landscape or portrait
Standard	MCS, AS/NZS1170.2:2011
Material	Stainless steel 304, Al6005-T5



Added Extras to SAVE you MORE Money

Optimisers - £95 per Panel

In the event of shading on your roof, an optimiser can be added to each panel to optimise each panel, so the shading will not reduce the overall performance of the system.



Battery Brackets - From £250 per battery

Mount the batteries on the wall underneath your inverter. Keeping them neatly placed for the life of the system. Two batteries can hang from one bracket. The brackets will come away from the wall by 260mm.

Stack your batteries on top of each other leaving a small gap

E.V Smart Charger - From £1100

Contact Solar are an accredited company for installing electric vehicle chargers. The car chargers have the ability to work with your solar PV system. The rate of charge will vary dependant on your yield and household consumption. The car charger we install will be untethered, future proofing your charge point.



Sun Tubs Installation

Contact Solar are an accredited company for installing sun tubs. They are used for properties with flat roofs, so the panels can be mounted at a slight angle.



In Roof Mounting System - £150 extra Per Panel

An in roof mounted system also offers an aesthetic appeal. Have your solar panels sitting in roof. The panels will be sat in trays which are screwed directly into the batten. This will save you money on roof tiles. Price is based on no tiles being on the roof.

Pigeon Deterrent - from £38.50 per meter

If birds are an issue in your area wire protection can be added around the base of the panels to stop birds from getting underneath them. The wire will be attached directly to the panels.



Our Prediction of the Performance of the Proposed System

The performance of Solar PV systems are impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the standard MCS procedure and is given as guidance only. It should not be considered as a guarantee of performance.

By using this procedure we have estimated that the system proposed would produce:

9659.5 Kilowatt hours

For more details please see “Predicted System Performance”

Additional Information

Timetable of Works

If you decide to accept our quotation, your sales adviser will send you a confirmation email along with a signature request to accept the price agreed in the order form. The next step would be to arrange a survey. A member of the department will give you a call to arrange a mutually agreeable date to come and take some measurements. Once the survey has been completed you will receive a follow up call. If an altered quotation is needed, this will also be sent. The installations team will also arrange a mutually agreeable date to begin the installation. We endeavour to complete all installations within 5 working day, however, in some instances this may require a revisit. We aim to book you back in to complete the work as soon as possible. If scaffolding is required to complete your install, a member of the team will contact you prior to the installation to arrange a suitable date. The scaffold will be left up for 7-10 days after installation to allow for maintenance, should a fault occur.

It is not our normal policy to begin work within the 'cooling off' period. If you should require us to do so you must fill out the Express Request Form and return it to us. Should you decide to take this course of action, and you decide to cancel the installation, you will be liable for the costs incurred to us for any work done and materials ordered up to this point.

Costings

This quotation has been based on us being able to install your system as described without interruption. Should there be circumstances beyond our control which cause an interruption to the installation process we will discuss the implications with you for such a delay.

Should you decide to make any changes to the agreed installation within or after your 'Cooling Off' period, we will produce another full quotation which considers these changes. However, we reserve the right to add any additional charges for costs we will incur due to these changes. Should you request to make changes after the installation has begun, we will provide you with details of the additional costings. Should you wish to make any changes to the install after you have signed the job off as being completed, you will be liable for these costs.

If during the installation process, we come across any situation that we could not reasonably be expected to foresee, for example, remedial electric or building work, we will discuss with you the implications and costs involved in rectifying the problem. Should your ridge tiles need to be removed during the installation, it will be the customers responsibility to have these tiles replaced. Contact Solar will accept no liability for any damages to the property whilst the customer is waiting to have these tiles replaced.

The Quotation

The quotation we have given you is valid for 30 days from the date of issue. To confirm your order, you will need to sign the order form. No contract will be in place until we confirm the order with you. The quotation will document all goods and services we propose to supply, along with the total price for these goods and services including VAT. We will advise you on approvals and permissions that may be required for the work; however, it will be your responsibility to ensure that such approvals and permissions are in place. Should additional costing be incurred for such approvals, these will be the customer's responsibility. All images included in the quotation are for illustrative purposes only. Products ordered may look different.

The quotation will include information as to the performance of the technology we have proposed to install. These performance estimates will be calculated according to the requirements of the appropriate MCS Standard.

If there is a particular service or item of equipment that would normally be considered as part of the installation and you have requested that this not be included, then we will have documented this on the quotation. The quoted Sunsynk, SolaX, Solis 16 Amp inverters all have a maximum of 3.6kWh AC. Hence why clipping is attached to the quotation. There may be panel discolouration, contact solar will not change any panels with this.

The estimated return on investment total includes a deduction of £4000. This is to account for any replacement batteries and inverters that may be needed during the 25 year period, once the warranties have run out.

Depth of Discharge (DOD) - Batteries used in the solar industry have a factory setting known as depth of discharge. The depth of discharge is set by the manufacturer at 80% to lengthen the longevity of the battery. The result of this is that a battery will always retain 20% of its capacity.

Inverter output (G98) - Inverters used within the solar industry are regulated at 3.68Kw unless the customer has obtained a G99 acceptance letter. When passing through the inverter the solar energy produced by the panels is restricted to 3.68Kw, the balance will pass into the battery providing there is capacity available.

The maximum you can draw through a G98 approved inverter at any one time is 3.68Kw.

Shading - Solar panels are connected in circuits known as MPPT's. Inverters can have multiple MPPT's with the panels wired in series. If a shadow falls onto a panel it will not only reduce the output of the panel in shade but also the other panels in the same circuit. By installing an optimiser to the panel(s) in shade all other panels in the circuit can perform to their maximum.

Trickle charge –When a battery is charging through a Hybrid unit there is a small amount of AC power required usually around 40W.

Planning Considerations and Building Control

Planning permission may be needed if the property, where the installation is to take place, is within a conservation area, national park, or an area of outstanding natural beauty. If the property is a listed building you should assume that planning consent will need to be required. Should any of these circumstances apply it will be the customer's responsibility to contact their local planning authority.

Whilst we will do our utmost to assist you in gaining any particular permission, we cannot be held responsible for any installations carried out where planning permission was required but not obtained. No refunds will be offered. Contact Solar will complete a building notice notification application and submit this to your local authority after the installation has been completed and we have received payment from the customer along with signed documentation accepting all quotations.

Structural Issues

The microgeneration certification scheme says that if we are in any doubt as to the structural suitability of the building then a structural engineer should be consulted. From our part, we will assess the suitability through a visual inspection only. It is the customer's responsibility to ensure the roof condition is suitable for the installation of solar panels. If we see anything visually, we will liaise with you with a view to consulting a suitably qualified person. Dependent on the circumstances this will be at your expense. We will liaise with you regarding this decision and come to a mutual agreement in writing.

With any flat roof installation, it is the customer's responsibility to ensure the structural integrity of the roof concerning weight, wind, and snow has been taken into consideration before the installation. Contact Solar will not be held liable if not.

The Home Insulation & Energy Systems Quality Assured Contractors Scheme

We are a member of HIES. This document has been prepared in accordance with its Code of Practice. The code can be viewed in full at; <https://www.hiesscheme.org.uk/code-practice/>

The Installation

The installation will be carried out strictly in line with the MCS Standard relevant to the technology, and to any document referred to within that standard. In addition, we will ensure that at all times we meet all our obligations under the HIES Code of Practice. The goods we supply will be of satisfactory quality and fit for the purpose. They will operate as we have described to you. We will have insurances in place which will cover any loss or damage caused by us or our agents.

You will be required to supply to us normal services free of charge; this would include toilet, washing, water facilities and electricity. You should also ensure we have safe and easy access to the installation area. During the process of the installation the customer is not permitted to use any equipment belonging to Contact Solar, such as ladders, scaffolding, or tools.

Should any of the quoted equipment not be available on the day of installation, Contact Solar, will offer you a like for like swap. It is the customer's choice to accept the alternate product. No refund will be offered for out of stock products or any delays caused due to stock levels.

Any work to prepare for the installation, carried out by you or a third party that you employ should be carried out in line with the agreed start date for the installation. If this work has not been completed and a consequent delay is caused you may be liable for any costs incurred by us for such a delay. The work will be carried out by personnel trained in each of the tasks they are assigned. The solar PV system will be commissioned according to the MCS installation standards to ensure that the PV system is safe, has been installed in accordance with the documented procedures and manufacturer's requirements, and is operating in accordance with the system design. Please note, when deciding upon the location of the batteries, the battery charge rate is dependant upon the temperature of lithium ion batteries. During low temperatures lithium ion batteries will stop charging and discharging. The batteries will need to be above 12.5 degrees to charge and discharge at their maximum capacity.

Any warranties will be covered through a manufacturer's warranty. The terms of these warranties will be given to you in writing, and we will explain them to you verbally. It is the customer's responsibility to register these.

Within 14 working days of the payment for the installation, and receiving your signed documentation, we will hand over to you all documentation required as set out within the appropriate Microgeneration Installation Standard.

Every installation must have a Two Pole Isolator installed by your energy supplier before the installation of your Solar PV system. This may be chargeable for your energy supplier to fit. Bonding and earthing will need to be in place prior to the installation date. An extra charge will be added if it is discovered this is not in situ upon the arrival of the installation team.

Payment For System

Payment will be asked for upon completion of the solar installation. We will require full payment before the installation team leaves your property. If we have agreed to complete roof work and electrical work on separate visits, a payment of half the quoted amount will be due on completion of both visits. If you choose to make payment via a bank transfer, it is your responsibility to obtain company bank details prior to your installation. Deposits will be asked for on all offers. All limited companies will have to pay the full balance prior to the installation being started.

Contact Solar is not liable for any scaffolding dismantle complications. Therefore, no payments can be withheld due to these issues. No payments can be withheld due to unsuccessful app set up. This is an additional extra to the system and is the customer's responsibility. No payments can be withheld for reasons such as minor roof repair work that may need to be completed.

Data Protection

We will keep information about individuals in accordance with data protection legislation. We will not pass information to any third party without permission. Data Protection Act 2018. We may monitor and record any communications we have with you, including telephone conversations, and emails.

Guarantees

Should we cause any damage, either to installed equipment or to your property we will rectify such damage without charge to you. Products are covered by manufacturers warranties. Should any issues arise with the installed system, please contact us in the first instance. If any fault is found and you are within your warranty these will be replaced free of charge & only a labour charge shall apply. Contact Solar cannot be responsible for any loss of generation waiting on a replacement. We will repair or replace faulty materials free of charge for the first year after the install. Thereafter all materials supplied are covered by the manufacturer's own warranties, a labour charge for the repair may also apply. If we cause any damage to your property as a result of the installation, please contact us in the first instance. If any damage is found and you are within your warranty, this will be rectified in line with the HIES two-year workmanship warranty.

Insurance

It is recommended that you inform your property insurance about the proposed installation to check if it will affect your premium. As member of HIES, we must have appropriate insurance to cover possible third-party damage, which may be caused by any of our activities in supplying small-scale energy generator to you.

Additional Extras

If you choose to go ahead with any additional extras as part of an offer or that have been offered free of charge, these extras will have no monetary value. No discounts or refunds will be offered for failed installations on these extras. Should you wish to have these extras installed at a later date, a labour fee will apply.

Should a Solar I-Boost be chosen as an optional extra, it is the customers responsibility to confirm the immersion is on its own circuit. This will not be checked at point of survey. There will be no refunds offered for any failed installations of the I-Boost. No discount will be offered to the overall cost of the system.

Should your system be compatible with a monitoring app, the installation team will do their utmost to set this up during your install. However, this is ultimately customers responsibility. If this is not possible, the app will need to be set up by the customer. Your inverter and dongle must be connected to a working WIFI connection on 2.4GHz to see any reading on an App. Your WIFI strength must be strong enough to reach the chosen location of your inverter. This is the customers responsibility. No money can be withheld for unsuccessful App set up, or a failure to connect the dongle to a working WIFI connection. Contact Solar will not provide you with a WIFI connection. Should a loss of connection occur it will be the customers responsibility to reconnect this. Contact Solar can visit site to assist for an additional cost.

Firmware updates will need to be run on the inverter to ensure the system is running at its optimal level. A WiFi connection is needed for firmware update to be run. It is the customers responsibility to ensure the latest firmware is installed on their system. Should scaffolding be required on any installation. Contact Solar will cover the costings for this up to a value of £400. The customer will be responsible to cover all additional costs.

The quotation is based upon the customer having a SMET 2 already installed at the property. Contact Solar will not be held liable for any delays with the installation of a smart meter. It is the customers responsibility to organise.

Should you accept the quotation, and the survey has been completed at your property, after the cooling off period has expired, you will be liable for the for a cost of £250, to cover survey fees. Any revisit required that is not due to workmanship or equipment fault will incur a re-visit charge of £250. We reserve the right to amend this cost as in line with the HIES code of practice.

Quote Assumptions

We will issue to you a handover pack, containing all certificates and documents required to apply for an export tariff, if applicable. The application of the export tariff is the customers responsibility to organise. A smart meter will be needed in order to gain an export tariff. This is also the customers responsibility. It is the customers responsibility to check in advance if you are able to gain an export tariff.

The estimated figures on the Return On Investment page are based on you having a working smart meter 2 and a working WIFI connection along with a split rate tariff. The customer should conduct monthly checks on the system to ensure it is generating. Contact Solar will not be held liable for any missed or loss in generation for any reason and will not pay compensation of this. All figures used in the quotation are estimates only and cannot be used as exacts due to the volatility and the price increases on the electricity market, these can go up or down. The figures we have used to represent the return on investment figure are based upon the Octopus Go tariff are estimates only. Due to the battery having an 80% depth of discharge, these figures are based on adding 4kwh of charge to your batteries per 24 hour period. They are based on purchasing the energy in at 12 pence per kwh. This would save you 29.63p per kwh. The example saving is based on Octopus on 17th October 2022 at 41.63p day rate and 12p Night rate saving 29.63p a unit. $29.63p \times 4kwh = \pounds 1.19$ per day and $\pounds 434.35$ on year one, if you charge and discharge your battery daily. These figures can only be used as estimates. A working WIFI connection in range of your inverter is required for this tariff. We recommend you read through all electricity companies Terms and Conditions about their products. We cannot advise you on which company to use.

The estimates in the above calculation are based upon the battery depth of discharge being set at 80%. If the batteries are compatible, please contact the office to resquest the battery depth of discharge being changed to 90%.

Our estimated savings table are based on you making the switch to (Octopus Energy), please see full details and terms of moving provider. Other Energy companies are available and we always recommend you make your own choice, we have demonstrated the provider Octopus's rate in this instance that will maximise the savings based on your battery storage system. The savings are based on the tariff being available for the duration of the quote. However, the tariff will certainly vary, either up or down.

The usage figure given in the quotations are estimated based upon the annual generation provided by the customer. If the customer is unable to provide an estimated annual usage, Contact Solar will use 4500kWh as the annual household usage. This figure is estimated based upon the assumption the customer is in the property 50% of the year. The return on investment figure is an estimation only.

EV Chargers

If you own or charge a BMW EV at your property please highlight this to our team prior to the installation, charging issues have been reported which are currently under investigation.
If you own a pod point charger, after the completion of you install you will need to contact Pod Point to request a firmware update to be run on the charger.

Incoming Supply Meter

If you have a Landis and Gyr Smart Meter please monitor your data usage after the installation. If any phantom import is recorded by your smart meter in home display please provide a photograph of your inverter display with your in home display to info@contact-solar.co.uk stating "Landis and Gyr E470 Phantom Import"

Consumer Contracts Regulations 2013 Express Request

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 came into effect in June 2014 and are relevant to domestic contracts which are not signed in the company's business premises.

These regulations state that the 14-day cancellation period begins when the last good relating to the contract is delivered.

There can be occasions however, when both the company and the consumer want the work to start within the cancellation period. Under the regulations the consumer can make an 'express request' confirming that they are happy for work to begin within the "cancellation period".

Please note: if you make an 'express request' for the work to start, you can still cancel within the cancellation period as long as the installation is not completely finished. However, if you do cancel after making the 'express request' you will be liable for any work performed up to the point of cancellation.

The regulations state that an express request must not be included as a section within the printed contract form or order form and must be a completely separate document.

Express Request for Work to Commence

By signing and returning this document you are providing your agreement in writing to enable us to commence work within the 14 calendar day cancellation period which begins on receipt of all the goods described in the contract.

Please note: if you consent for work to begin within this 14 calendar day cancellation period and you later exercise your right to cancel you will be liable for the work performed up to the point of cancellation. You will also lose the right to cancel the contract within the cancellation period when the installation is completely finished. When this occurs - the company can charge the full contract price.

To: Contact Solar Ltd
Unit 15 Matrix Way
Buckshaw Village
PR7 7ND

I/We understand that signing this document does not affect my/our right to cancel the contract in the 14 day cooling off period after signing the contract (provided the installation is not completely finished).

I/We hereby give express consent for Contact Solar to commence work on the agreed installation date.

Name (s) Mark Skinner

Address 213 Coxtie Green Road Pilgrims Hatch

Brentwood Essex

CM14 5RP

Signature(s)

Date

Contact Solar Ltd
Unit 15
Matrix Way
Buckshaw Village
Preston
PR7 7ND

01257 443377 or 0800 2014 527

16.01.24

Your contact with us for this Contract is: Dominic Murray

Notice of Right to Cancel the Contract

Customer Cancellation Rights

You have the right to cancel this contract if you wish, within fourteen. Following the delivery of the goods you have a cooling off period, during which you may cancel the contract without penalty. If you cancel within this time we will return any deposit you may have paid in full. If you cancel after this time, we may have to make reasonable charges based on any costs we have incurred up to the point of cancellation.

Should you wish to cancel, we have provided you with a cancellation form. You must complete this form, or state in writing to us that you wish to cancel this contract. You should post the cancellation form or your cancellation letter to us. You may also inform us by email of your cancellation request.

It is not our normal policy to begin work during the cooling off period. If you should require us to do so you must fill out the express request form and return it to us. Should you decide to take this course of action, and you subsequently cancel the installation, you will be liable for the costs incurred to us for any work done up to the point of cancellation.

Work begun prior to the expiry of the Cancellation Period

If you have agreed in writing that work will commence before the fourteen working day cancellation period expires, and you subsequently cancel in accordance with your rights, you are advised that reasonable payment may be due for any work carried out. You must confirm in writing that work may commence before your cancellation period expires.

Related Credit Agreements

If you decide to cancel your contract for our goods and services then any credit agreement related to that contract will be automatically cancelled.

Cancellation Notice

(Complete, detach and return this portion of the form ONLY IF YOU WISH TO CANCEL THE CONTRACT)

To: Contact Solar Ltd
Unit 15
Matrix Way
Buckshaw Village
Preston
PR7 7ND

Name of person dealing: Dominic Murray

Contract Reference or name and address of customer:

Mark Skinner
213 Coxtie Green Road Pilgrims Hatch
Brentwood Essex
CM14 5RP

I/We (delete as appropriate) hereby give notice that I/we wish to cancel my/our contract.

Name:

Address:

.....

.....

Signed:

Date:

Our Accreditations

At Contact Solar, we take great pride in the quality and efficiency of our work. Our hard work improves the homes and lives of you and every customer we liaise with, which means we're giving a very personal service. This is why we believe it is important for us to maintain our accreditations with the organisations who know best about high quality Solar PV installations.



Registration Number: CSL/A/0361



Registration Number: NIC5423



Registration Number: NIC5423



Registration Number: QAS7DEA4G



Office for Low
Emission Vehicles

Approved EV Charge Point Installer

Registration Number: ZA432748



Registration Number: ZA432748

