

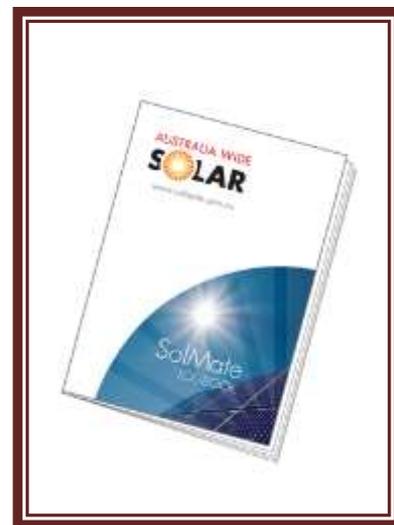


Australia Wide Solar - SOLMATE
Solar Maintenance, Tidy & Expansion

Service Agreement

‘Maximise, Maintain and Save’

Now you have made the decision to go solar, make sure your investment is working at its best with Australia Wide Solar and our – Solar Maintenance, Tidy & Expansion program “Solmate”



Have your system Maintained, Cleaned or Expanded by an expert installer with many years of quality installations. We offer customized maintenance packages to match a variation of customer needs and only install equipment backed by manufacturer warranties with a proven strong field performance. Maintenance and inspection as with any piece of equipment will help ensure system performance and minimize disruption due to component failure. If our described procedures differ from those suggested by your manufacturer and/or installer, follow the procedures outlined in the system user manual supplied with your system.

After the modules have been cleaned, a visual inspection of the system will be done to check for defects such as cracks, chips and discoloration. When inspecting the solar modules, the condition of the array mounting frame will also be noted. Items to observe will include the array mounting bolts (eg. bolts rusting) and checks to ensure that the frame and modules are firmly secured. If any obvious defects are found, note their location in the system logbook provided, so these can be monitored in the future in case further deterioration.

Solar power systems are safe when operating correctly, however there are potentially dangerous hazards associated with some system components. Although 240V AC power is dangerous and can cause death when live exposed wires/terminals are touched or cause fire, it is generally safe when kept in good working order. Any follow-up servicing requiring wiring must be undertaken by a suitably licensed electrical worker or contractor.

Log Book

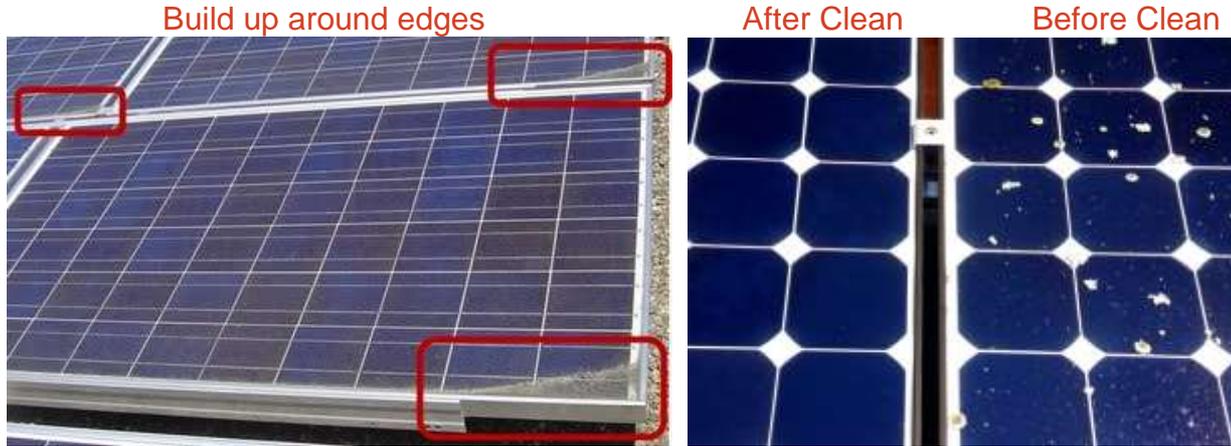
As part of the regular maintenance of a system, it is recommended that you keep a logbook for recording all system maintenance and performance. When you sign up for the Solmate program Australia Wide Solar will provide a logbook to be kept on site.

In the logbook the type and frequency of maintenance plus who performed the inspection should be recorded. If kept up to date, it can be used to provide a history of the system which can then be used for fault diagnosis.

Log books can be particularly useful because the historical information they contain showing changes over time, as well as abnormal variations from the usual, indicating a problem, or a potential problem.



Australia Wide Solar offers programs to match your needs. If any obvious defects are found, we note the location in the 'system logbook' provided, so these can be monitored in the future in case further deterioration.



Inspection Schedule – 10 point check:

Pre-Inspection

1. Introduction to the program with an explanation and review system docs
2. Review and note customer concerns and in log book
3. Conduct a site risk assessment.
4. Turn system off if required and proceed to inspection

Inspection

1. Modules cleaned followed by a visual inspection of the modules checking for:
 - a. Cracks
 - b. Chips
 - c. Discoloration
 - d. Frame structure
 - e. Junction box security
 - f. Clear leaves away from drain areas.
2. Mounting frames also checked
 - a. Signs of corrosion
 - b. Tighten and Secure fixing points
 - c. Roof mounting hardware and brackets are firm and secure.
3. DC Electrical
 - a. Junction Box
 - b. Circuit breakers
 - c. Isolation switches
 - d. Voltage checks
 - e. System wiring
 - f. DC Cable - Check for any breaks or deterioration in exposed conduit and wiring. Also inspect connections for any signs of corrosion and/or burning.
4. Inverter - Typically the system owner is only aware that the Solar PV system has a fault when the inverter shows an error.
 - a. Remove any excess dust from the unit (especially from the heatsinks).
 - b. Check that “vermin” have not infested the inverter.
 - c. Typical signs of this include spider webs on ventilation grills or wasps nests in heat sinks. *Contact Australia Wide Solar if you suspect vermin is inside the inverter.*
 - d. The inverter is functioning correctly by observing LED indicators
 - e. Metering and/or other displays
 - f. See if the inverter’s stand-by mode (if present) is functioning correctly.
5. Switchboards
 - a. Protection equipment functioning
 - b. Solar PV switches operational
 - c. Metering & Monitoring operational
 - d. Switchboard secure
6. Warranty checks - we will coordinate with manufacturer for warranty
7. Review shutdown and start up procedure
8. Complete and sign log book
9. Asses site for safety
10. Ensure site cleanliness prior to departure



Inspection Schedule

A physical inspection is recommended yearly. Inspections reveal any damage and help insure maximum energy generation. This is also a good time to clean the panels and the roof, to remove soiling accumulated. Depending on the site, cleaning is recommended annually with an annual inspection (6 months apart).

Solmate Inspection (ex GST pricing)
 Inspection Schedule – No cleaning

- \$150 Call out fee, Plus:
 - Panel Rate
 - \$5 per panel - 1 > 10 Panels
 - \$4 per panel – 11 > 30 Panels
 - \$3 per panel – 31 > 60 Panels
 - \$2 per panel – 61 + Panels
 - Inverter Rate
 - \$5 per Inverter

Solmate Inspection and Clean (ex GST pricing)
 Inspection Schedule including cleaning

- \$150 Call out fee, Plus:
 - Panel Rate
 - \$22 per panel - 1 > 10 Panels
 - \$17 per panel – 11 > 30 Panels
 - \$13 per panel – 31 > 60 Panels
 - \$10 per panel – 61 + Panels
 - Inverter Rate
 - \$10 per Inverter

Solmate Booking Details

Contact name: _____ Business: _____

Address: _____

Phone: (M) _____ (H) _____ (B) _____

Email: _____

Select your Annual Solmate solution: **Yearly** **Month**

<input type="radio"/> SolMate Inspection – No Cleaning (Suggested once per year)	Requested Month for Service J F M A M J J A S O N D
<input type="radio"/> SolMate Inspection including clean (Suggested once per year)	Requested Month for Service J F M A M J J A S O N D

Signature: _____ Date: _____

Acceptance will establish an annual SolMate service call in the agreed month. Prior to each visit you will be contacted to confirm an appropriate time for your service. If you select the 2 services offered they will be spaced 6 months apart and reoccurring. Please read full terms and conditions.





AUSTRALIA-WIDE SOLAR PTY LIMITED SOLMATE TERMS AND CONDITIONS

- (1) **GENERAL** - These terms and conditions of sale apply to the supply of certain products ("Equipment") and the installation of such Equipment ("Installation Services") by Australia-Wide Solar Pty Limited ("we" or "us"). If there is any conflict between these terms and conditions and those which may be included in or implied by a document forming part of any enquiry, specification, quotation, order or contract then these conditions shall prevail to the extent to the extent of such conflict.
- (2) **QUOTATION AND ACCEPTANCE** - We will provide you with a quotation for the Equipment to be supplied and for the Installation Services to be performed ("Quotation"). Our Quotation should not be construed as an unconditional offer or invitation to supply the Equipment or to perform Installation Services and we reserve the right to withdraw the Quotation at any time. By paying a deposit you are agreeing wholly to the Australia-Wide Solar terms and conditions.
- (3) **INSTALLATION AND DELIVERY** - Once the deposit is received, required applications are approved and equipment is available, we will schedule the commencement of the maintenance Services. While we will endeavour to comply with your requirements in terms of timing and/or your schedule we cannot accept any responsibility for delays in commencement and/or completion and/or commissioning of the Equipment.
 - a. We will proceed with the maintenance Services as when practicable. Suitably qualified and experienced tradespersons will be used for the task and they shall perform all installation work in a good and workmanlike manner, in accordance with 'Australian Building Standards'.
 - b. You must ensure reasonable access to the Site at all times during the maintenance Services.
- (4) **STATUTORY APPROVALS** - If any approvals are required for the installation and/or operation of the Equipment by any statutory body (such as your local council) then you must obtain such approvals, at your cost, prior to commencement of any work. If you fail to do so then you indemnify us for and against any costs incurred as a result (including and fines or penalties imposed on us, or the costs of compliance with any notices issued by the statutory body).
- (5) **INDEPENDENT CONTRACTORS** - We may engage independent contractors to undertake all or any part of the Installation Services. If we do so, we will endeavour to ensure that they are suitably qualified and experienced tradespersons but make no warranty or representation in that regard and you release us of any liability in that regard.
- (6) **MANUFACTURES WARRANTYS** - You acknowledge that all or a part of the Equipment may be manufactured by a third party manufacturer. While we will endeavour to ensure that all Equipment is suitable for its intended purpose we make no warranty or representation in that regard and you release us of any liability in that regard. We will pass on the full manufactures warranty.
- (7) **OPERATION OF THE EQUIPMENT** - Any performance figures given by us in relation to the Equipment are based on our general experience and/or the manufacturer's specifications and are such as we would generally expect to obtain on test. The actual performance of the Equipment can and will be affected by the specific site conditions, the specific method of installation and climatic conditions at the site. We are under no obligation or liability for damages for failure to attain such figures.
- (8) **FINANCIAL BENEFIT** - We make no warranties in relation to any financial benefits arising from the installation of the Equipment. Each and every customer has their own financial circumstances and we cannot and do not offer any financial advice in relation to any such matters.
- (9) **PAYMENT** - A 10% deposit should be paid on booking with full payment required on completion of Australia Wide Solar's services. We shall be entitled to charge you interest on all overdue payments, calculated from the due date for payment until the date of repayment in full, at a rate of 2.5% per calendar month on a compound basis. The inspection report will not be issued until due payments are received.



(10) USE OF YOUR PERSONAL INFORMATION - You acknowledge and agree that personal data provided may be used and retained by us for the following purposes and for other purposes as shall be agreed between us or as may be required by law from time to time:

- a. Provision of goods and/or services;
- b. marketing of goods and/or services by us, our agents or distributors in relation to the goods and/or services;
- c. analysing, verifying and/or checking your credit, payment and/or status in relation to the provision of goods and/or services;
- d. processing of any payment instructions, direct debit facilities and/or credit facilities requested by you; and
- e. Enabling the daily operation of your account and/or the collection of amounts outstanding in your account in relation to the goods and/or services.

(11) INDEMNITY - You must comply with all our instructions in relation to the operation, use, repair and maintenance of the Equipment. Notwithstanding such compliance, to the maximum extent permitted by law, you must indemnify us and keep us so indemnified for and against all claims, expenses and liabilities of whatever nature including without limitation, any claims for death, personal injury, damage to or destruction of property and consequential loss, including loss of profit, which may be made against us or which we may sustain, pay or incur arising out of the manufacturer, sale, supply and installation of the Equipment, unless the same is directly and solely attributable to any negligent act or omission on our part or on the part of our authorised employees or agents.

(12) WARRANTY - We will use our best endeavours to comply with all applicable statutory warranties in relation to the Equipment and the performance of the Installation Services. Provided you comply in all respects with this agreement and no money is owing. In the event that a claim is made against us for any defective Equipment or Installation Services, our liability under this agreement is limited to the following.

- a. Please note that our obligations do not cover the following:
 - i. Damage or problems or unsatisfactory performance caused to the equipment by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, over voltage transients or electromagnetic interference not originating within the Equipment.
 - ii. Damage or problems caused by the use of an accessory, component or equipment not supplied by us.
 - iii. Damage or problems caused by storm, fire, flood, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin, and/or any other foreign matter entering the equipment (such as dirt and moisture).
 - iv. Damage or deterioration to the external surfaces caused by normal weathering or corrosive atmospheric conditions.
 - v. Any costs or additional labour associated with gaining acceptable service access to Equipment installed in restricted or unsafe (eg high) locations.
 - vi. Equipment which has been re-installed at a location other than the original location.
 - vii. Equipment which has been interfered with, tampered with or repaired by you and/or by any other unauthorized persons.
 - viii. Any consumable item supplied with the Equipment (unless the item is shown to be defective at the time of purchase).
 - ix. Damage or problems or unsatisfactory performance resulting from operation at conditions outside the operating conditions specified by the manufacturer's technical or sales literature applicable to the Equipment.
 - x. Damage, problems or unsatisfactory performance resulting from misapplication of the Equipment.
 - xi. We may charge a fee for any service call if we believe the defect arises from any of the above.

