



Installation of Backup Power System and Remote Assistance Terms and Conditions

Last Updated: 12/10/2023

These Terms and Conditions ("Agreement") govern the installation of a backup power system with solar panels and the provision of remote assistance services by Verteco PTY Ltd ("Service Provider") to the customer ("Customer"). By accepting these services, Customer agrees to be bound by this Agreement.

1. Scope of Work:

The Service Provider agrees to install a backup power system with solar panels as per the project specifications provided by the Customer.

2. AC Equipment and Installation Requirements:

2.1 The Service Provider will provide an AC protection distribution board (DB) with a complete manual bypass switch, surge protection, line and load indication, and isolation switches.

2.2 The maximum distance between the inverter system and customer DB should not exceed 5 meters. Additional costs may apply if the distance exceeds this limit.

2.3 All electrical reticulation will be done in PVC ducting.

2.4 The Customer must ensure that all electrical plans, layouts, and the Certificate of Compliance (COC) for the existing electrical infrastructure at the Work Address are readily available.

3. DC Equipment and Installation Requirements:

3.1 The Service Provider will provide a 2-string DC protection DB, including DC isolation and DC surge protection, with the PV installation.

3.2 Earthing of PV panels will include an earth spike and a 20-meter earth cable.

3.3 The standard installation includes tiled roofs, brackets, and structure. Additional charges may apply for other roof types.

3.4 PV installation allows for a 2-row 4-column panel configuration. Additional charges may apply for other configurations.

3.5 PV installations are suitable for single-story buildings only. Access requirements for buildings with different heights will be charged accordingly.

3.6 PV installations allow for an inclination of up to 30 degrees. Special access with additional charges will be required for any other inclination.

3.7 The structural engineering report is the responsibility of the landlord.

3.8 Installers will not cut any trees during the installation process.

3.9 The maximum length of PV strings should be less than 15 meters.

4. Additional Work and Fees:

4.1 Additional work beyond the scope of the original project may be requested by the Customer. The Service Provider's current fees for electrical labor are R690* per hour.

4.2 The Service Provider will provide a quote for any additional work before its commencement, prior to or during the course of the project. The quote will detail the exact cost of the additional work.

4.3 Any changes to the original project brief initiated by the Customer may require an adjustment to the cost.

4.4 For distances exceeding 60km, an additional fee of R8.85* per kilometer will be charged.

4.5 For projects requiring travel exceeding 200km one way, an additional accommodation fee of R1700* will be required.

4.6 Additional AC wiring will be charged at a rate of R220* per meter.

4.7 Additional DC (PV panel) wiring will be charged as follows:

- Single unit installation: R80* per meter.



- Two-unit parallel installation: R125* per meter.
- Three-unit parallel installation: R170* per meter.

4.8 The service provider guarantees the installation for the chosen package for up to 6 Months. Any alterations or increased power consumption does not fall part of installation guarantee and additional callout fee will be applicable to resolve.

**excluding VAT prices*

5. Site Requirements:

The Customer shall provide the following on-site facilities:

1. Clean running water.
2. Access to plugs for the use of power tools and electrical equipment.
3. Unobstructed access to the inverter installation area and pathway leading to the area.
4. Access to premises.
5. Lavatories for the installation team and site managers.
6. Access to the IT department.
7. Access to the health and safety officer.
8. Procedures for delivery to the Work Address should be communicated to relevant parties.
9. If uninterrupted Wi-Fi with the internet is not available, additional charges for a network point will apply.

6. Terms of Payment:

The Customer agrees to pay the Service Provider according to the payment schedule outlined in the project quotation. Payment shall be made within the specified timeframe.

7. Warranties and Liabilities:

The Service Provider shall provide warranties on the equipment and workmanship as per the manufacturer's terms. The Service Provider shall not be held liable for any damages or losses arising from the use of the backup power system, except in cases of negligence or breach of contract.

Remote Assistance Terms and Conditions:

1. Scope of Services:

The Services provided by Verteco PTY Ltd may include, but are not limited to, remote troubleshooting, software installations, system configuration, and other technical support activities as agreed upon by the parties.

2. Customer Responsibilities:

2.1 Customer will cooperate with Verteco PTY Ltd and provide accurate and complete information necessary for the provision of the Services.

2.2 Customer is responsible for maintaining the security and confidentiality of any login credentials, access codes, or other authentication information provided by Verteco PTY Ltd for the purpose of accessing Customer's systems or networks.

2.3 Customer will ensure that they have the necessary rights, licenses, and permissions to authorize Verteco PTY Ltd to access and modify any systems or software during the provision of the Services.

3. Limitations and Disclaimer:

3.1 The Services are provided "as is" without any warranty, express or implied. Verteco PTY Ltd disclaims all warranties, including but not limited to, fitness for a particular purpose, non-infringement, and accuracy of information.



3.2 Verteco PTY Ltd shall not be liable for any damages, whether direct, indirect, incidental, or consequential, arising out of or in connection with the provision of the Services, including but not limited to, loss of data, loss of profits, or business interruption.

3.3 Verteco PTY Ltd shall not be responsible for any third-party products or services recommended or used during the provision of the Services.

4. Additional Work and Fees:

4.1 Additional work beyond the scope of the original project may be requested by the Customer. The Service Provider's current fees for electrical labor are R690* per hour.

4.2 The Service Provider will provide a quote for any additional work before its commencement, prior to or during the course of the project. The quote will detail the exact cost of the additional work.

4.3 Any changes to the original project brief initiated by the Customer may require an adjustment to the cost.

4.4 For distances exceeding 60km, an additional fee of R8.85* per kilometer will be charged.

4.5 For projects requiring travel exceeding 200km one way, an additional accommodation fee of R1700* will be required.

4.6 Additional AC wiring will be charged at a rate of R220* per meter.

4.7 Additional DC (PV panel) wiring will be charged as follows:

- Single unit installation: R80* per meter.
- Two-unit parallel installation: R125* per meter.
- Three-unit parallel installation: R170* per meter.

4.8 A callout fee of R1500* will be charged, which includes 1 hour of labor, if requested by the client. Additional travel charges may apply if the client is located outside the main centers (JHB, CPT, and DBN).

**excluding VAT prices*

5. Confidentiality and Data Protection:

5.1 Verteco PTY Ltd agrees to treat all information received from the Customer during the provision of the Services as confidential and will not disclose it to any third party without the Customer's consent, except as required by law.

5.2 Verteco PTY Ltd will take reasonable measures to protect Customer's confidential information and comply with applicable data protection laws and regulations.

This Agreement constitutes the entire agreement between the parties and supersedes all prior discussions, negotiations, or agreements, whether oral or written, relating to the subject matter hereof.

