



**ShineHub**

# Solar PV Installation Agreement

*Version 01072021*

*Purchase Method: Hire Purchase*

*This document is for demo purposes only and is not intended for legal use. Powered by PandaDoc*



# ShineHub



Hi Bryan Push OC 2,

Welcome to the ShineHub Solar Program! Once you approve this agreement we'll be able to get started on your order.

Please review and accept by signing your name in the boxes below.

**Order now to get priority installation processing!**

Your Details	
Name	Bryan Push OC 2
Email	bryan.g+pushoc2@shinehub.com.au
Contact Number	1234567890
<b>ShineHub Member ID</b>	<b>005413</b>

ShineHub PTY LTD  
1800 898 381

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# Your Solar Panel System Solution

System Type	
System Size	8.88kW
Panel	Talesun 370W - TP6L60M(H)-370W x 24
Inverter	Solis Standard Solar Inverter - Solis-1P5K-4G (AS4777-2 2020) x 1
Inverter 2 (if applicable)	N/A x 1
Inverter 3 (if applicable)	N/A x N/A
Battery	Unknown x 1
Blackout Protection	No
<p>This is only for certain circuits of the home and will be determined on site by the installer. Blackout protection circuits are limited to a maximum of 22A (for Solis RHI-5K-48ES) and 20 Amps (for Alpha ESS SMILE 5), and cannot run appliances such as AC, Dishwashers, Dryers, or appliances with a similar current draw.</p> <p>If you are purchasing a battery retrofit system which comprises of an AC charger "e.g. GoodWe SBP 5000" please note that during the event of a brownout or blackout, the PV array from the existing system will not be able to charge the batteries.</p>	
Extra Equipment	N/A
STC Amount	\$0
<p>Please note the amount is at the time of quote and will expire when the quote expires. Please note this amount has already been taken off the final price.</p>	
Number of STC	0

## Installation Details

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Levels	Triple
Roof Type	Clay Tile <b>If your roof is tiled, you will supply spare tiles on the day of installation for replacement in case of any cracks or damages</b>
Roof Angle	Steep
Phases	Single
Extra Notes	{"ADDER": "\$"}
Extra Costs	\$0
Others	N/A
Installation Timeframe	8 - 12 Weeks pending on grid approval, weather conditions and stock level of equipment chosen. If the timeframe is extended beyond this timeframe we will notify the customer whether they still wish to proceed or to cancel the order.
Site Inspection Required	No
Site Inspection Fees	\$0

**(The site inspection fee as mentioned above has already been added into the costs of this agreement. If after the site inspection you wish to cancel the order, the site inspection fees must be paid outright to ShineHub).**

**If we are attempting more than 10kW of inverter capacity on the home, Ausgrid may require a technical assessment which will incur additional fees not included in this quote. If this is required, the customer will be informed about this change before moving ahead with the installation.**

**In order to make the installation compliant and safe, the following works may be done, if deemed necessary by ShineHub: a bollard may be installed to protect the battery(s) if the battery(s) is installed in a carport, garage or any area where a car may be housed; extra equipment such as backing boards, weatherproof enclosures and meter isolators may also be installed to protect the system.**

**The Battery and Inverter location is determined by the Clean Energy Council and AS/NZ standards. The location for the battery and inverter as per the Design attached to this agreement is the most accurate estimated position based on the available information at this point of time. If on installation day our CEC accredited installers find or deem a better location which abides by the CEC and AS/NZ regulations our installers will get your approval and be installing on the new location.**

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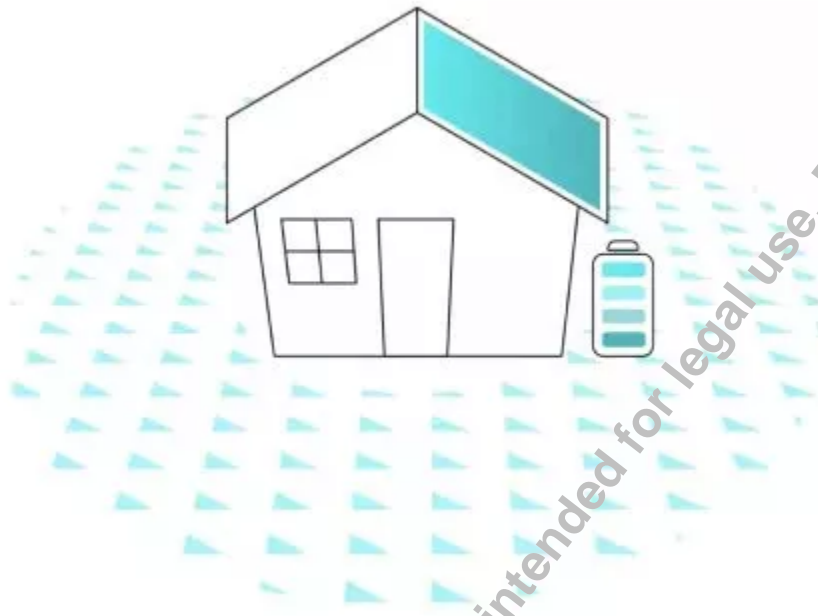
## Installation Address

Street	2 Coggee Street
City	Sydney
State	New South Wales
Post Code	2000

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# Let's Go Solar!



## Order Overview

Total System Cost including labour and installation and minus the ShineHub Subsidy	\$6,242.50 <b>10% GST Included</b>
Less STC Value	-\$0 <b>GST not applicable</b>
ShineHub Upfront Cost	\$0
Total Purchase Price	<b>\$6,242.50</b> <b>ShineHub Upfront Cost excl.</b>
	including \$567.50 GST
Hire Purchase Total Amount (inc. interest)	<b>\$7,756.88</b>

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Interest Rate	8.9% p.a.
Purchase Method	<b>Hire Purchase - Powow</b>
Estimated Monthly Repayments	Estimated at \$ 18616.51/ Monthly
Hire Purchase Term Length	5 years
Hire Purchase Establishment Fees (included in Total System Cost)	\$328.9
Hire Purchase Late Payment Fees	\$15
Quote Validity	For 7 days from the date the quote/approval was sent

If you apply for Powow Finance Hire Purchase Agreement you will receive a contract and terms sheet separate from this quote/approval. Please read over the Powow Finance documents carefully and ensure you understand the agreement you are entering.

You acknowledge that this Solar PV Installation Agreement does not constitute an approval of your Hire Purchase Agreement from Powow Finance Pty Ltd.

If you have any questions about this quote, please do not sign and ask us immediately with your concern.

This quote is not the final design and the price listed is subject to change pending the engineering design review process and approval.

Where you wish to withdraw from this agreement prior to Installation Date, Shine Hub shall be entitled to charge you all reasonable costs incurred.

## ShineHub Solar PV Installation Agreement

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I agree and would like to proceed with the ShineHub Agreement and the attached Design Report.

I understand by signing this agreement I am responsible for:



**1. Organising a solar net-meter to be installed or have it already installed on the property, in order to receive a solar feed-in tariff.**

**2. Ensuring the system has a stable internet connection (WiFi or Hard Wired) at the installed premise with the ability for the Internet connection to the solar system.**

**3. Acknowledged that your energy/electricity retailer may change your feed-in tariff and/or energy/electricity tariff rates after solar installation. Please contact your retailer for more details**

By signing this you agree to the Shine Hub terms and conditions and the above payment details and structure. The full terms and conditions can be found [HERE](#). By entering this agreement, you agree and consent to being bound by Shine Hub privacy policy that is located at [Here](#), and as is updated from time to time. By signing this you also agree to the terms and conditions from the finance providers.

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# Next Steps



As a part of the Clean Energy Council Approved Retailer Code of Conduct the CEC Guide for PV for Homeowners can be downloaded or viewed [here](#).

Attachment	
<b>Proposed Layout</b> <ul style="list-style-type: none"><li>A proposal of the locations for the solar panels, inverter and/or battery system. Subject to changes after engineering design review.</li></ul>	Confirm Proposed Layout is attached
<b>Design Report or Estimated Generation Report</b> <ul style="list-style-type: none"><li>Please be advised that the data is estimations only, and actual generation and savings may vary depending on individual circumstances.</li></ul>	Confirm the Design Report or Estimated Generation Report is attached

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# CONGRATULATIONS – THE SOLAR RETAILER YOU’RE DEALING WITH HAS MADE A STRONG COMMITMENT TO GOOD BUSINESS PRACTICES AND IMPROVING STANDARDS IN THE SOLAR INDUSTRY.

The Clean Energy Council Solar Retailer Code of Conduct is a way for solar businesses to show their commitment to responsible sales and marketing activities and solar industry best practice.

The code of conduct is a voluntary scheme for retail businesses selling solar panel systems to households and businesses. It aims to lift the bar higher than the minimum requirements set by government and regulations and bring about a better standard of service within the solar industry. It is also the only solar industry code of conduct authorised by the Australian Competition and Consumer Commission.

The Clean Energy Council manages the code of conduct and ensures that signatories comply with its strict requirements at all times.

## WHAT DOES THIS MEAN FOR YOU?

The company you’re dealing with has signed on to the Clean Energy Council Solar Retailer Code of Conduct. That means you will receive the following – and more.

- ✓ **assurance that the company has gone through a rigorous process to become an Approved Solar Retailer**
- ✓ a standard minimum warranty period of five years on your whole system
- ✓ **detailed information on the process between system installation and network connection**
- ✓ peace of mind that the company will adhere to all existing legislation and regulations, and that its sales representatives will act ethically and not engage in any dishonest or misleading tactics
- ✓ **many other quality and performance guarantees**

## LOOK FOR A CLEAN ENERGY COUNCIL APPROVED SOLAR RETAILER

A Clean Energy Council Approved Solar Retailer is a company that has signed on to the code of conduct and agreed to follow its requirements at all times.

Look for the Clean Energy Council Approved Solar Retailers logo when buying solar:



To see a list of current Approved Retailers, visit [approvedsolarretailer.com.au](http://approvedsolarretailer.com.au)

## HIGH STANDARDS

When you buy solar from a Clean Energy Council Approved Solar Retailer, you can be assured that you are buying a quality product from a company that follows all relevant consumer protection laws and is prepared to back the operation of your solar system for at least five years. The code also has strict requirements that companies must follow in pre- and post-sale activities, documentation and general business practices.

## WHY THE CODE?

The Clean Energy Council established the Solar Retailer Code of Conduct in 2013 on behalf of the solar industry to improve customer service and industry standards. The Clean Energy Council already upholds industry standards for solar installations through its installer accreditation program.

The establishment of the Solar Retailer Code of Conduct means that the solar retail sector will also be monitored, and in particular companies that engage in misleading or poor sales and marketing practices.



# CLEAN ENERGY COUNCIL APPROVED SOLAR RETAILERS WILL:

## PRE-SALE

- ensure that sales representatives act ethically at all times
- not engage in any dishonest or misleading advertising and sales tactics
- provide you with the necessary information in writing to enable full education about your purchase prior to entering into a contract

## POST-SALE

- respect your legal rights relating to cooling-off periods and refunds and give you the opportunity to cancel a contract and obtain a full refund where changes are made after contract that are not approved in writing
- provide a standard minimum warranty period of five years, on the operation and performance of the whole solar system including workmanship and products, and address any problems arising during this period
- fully inform you of the process between system installation and network connection or will facilitate this process on your behalf

## DOCUMENTATION AND GENERAL BUSINESS

- ensure that you are provided with the required documentation before and after the solar system is installed
- adhere to all existing legislation and regulations, and maintain effective internal cancellation procedures
- be fully accountable for the actions of any subcontracted parties, including CEC-accredited installers/designers
- maintain a fair and transparent complaints process, and get back to you within 21 days of you making a complaint

## DEALING WITH COMPLAINTS

Should you need to make a complaint against a company identifying itself as a Clean Energy Council Approved Solar Retailer, you should first contact the retailer

If you are not satisfied with the response from the Approved Retailer, you can also contact your relevant consumer protection organisation. You can also register your complaint with the Clean Energy Council, which will investigate breaches of the code. This may result in the retailer having its approval revoked.

For more information on dealing with complaints please visit [approvedsolarretailer.com.au](http://approvedsolarretailer.com.au)

## FURTHER INFORMATION

- For further information or to view a copy of the code of conduct, visit [approvedsolarretailer.com.au](http://approvedsolarretailer.com.au)
- For any questions on the code of conduct, contact: Clean Energy Council – Code of Conduct Level 15, 222 Exhibition Street Melbourne VIC 3000 email [codeofconduct@cleanenergycouncil.org.au](mailto:codeofconduct@cleanenergycouncil.org.au)
- To download the Clean Energy Council's 'Guide to installing solar PV for households', visit [solaraccreditation.com.au/consumers](http://solaraccreditation.com.au/consumers)
- For information on consumer rights and warranties, visit [acc.gov.au/consumers/consumer-rights-guarantees](http://acc.gov.au/consumers/consumer-rights-guarantees)
- To contact your relevant consumer affairs organisation, visit [solaraccreditation.com.au/consumers/complaints](http://solaraccreditation.com.au/consumers/complaints)
- To view the Australian Competition and Consumer Commission authorisation register, visit [registers.accc.gov.au](http://registers.accc.gov.au)

## WHAT IS THE CLEAN ENERGY COUNCIL?

The Clean Energy Council is the peak body for Australia's clean energy industry. We represent and work with hundreds of leading businesses operating in solar, wind, energy efficiency, hydro, bioenergy, energy storage, geothermal and marine along with more than 4000 solar installers.

We are committed to accelerating the transformation of Australia's energy system to one that is smarter and cleaner.

For more information, visit [cleanenergycouncil.org.au](http://cleanenergycouncil.org.au)

# BECOME A CLEAN ENERGY COUNCIL APPROVED SOLAR RETAILER



# WHY YOU SHOULD BECOME AN APPROVED SOLAR RETAILER

## NEW BUSINESS OPPORTUNITIES

The Clean Energy Council's list of Approved Solar Retailers is the first port of call for many customers looking to buy solar. The Clean Energy Council works closely with governments and buying groups to create exclusive tender opportunities for Approved Solar Retailers.

## STAND OUT FROM THE COMPETITION

As well as being listed on the website, Approved Solar Retailers can display the Approved Solar Retailer logo – a recognition of quality that distinguishes your company in the marketplace. Once you have been accepted as an Approved Solar Retailer, you will receive a package of marketing material to help you promote your business to consumers.

## GIVE YOUR CUSTOMERS CONFIDENCE

Being an Approved Solar Retailer gives customers the confidence that you supply quality products, comply with consumer protection laws and will back the operation of your systems well into the future. Customers can be safe in the knowledge that you have been through a rigorous screening process and are committed to ethical business practices.

## BOOST THE REPUTATION OF THE PV INDUSTRY

By becoming an Approved Solar Retailer, you will help to increase the level of trust in Australia's solar PV industry.

## TESTIMONIALS

“Since we signed on to the Code, traffic to our website has increased. The Clean Energy Council's Approved Solar Retailers website is our highest referral site every month. We love being an Approved Solar Retailer. We put that logo on all of our collateral and tell all of our customers about it.”

**Jenny Paradiso,  
Managing Director,  
Suntrix**

“It gives us exposure through the Clean Energy Council website and through some of the marketing and branding of the Approved Solar Retailer program, so it gets our name out there into the industry and to our customer base. We would like for the whole solar industry to strive for that standard, but at the moment, it allows us to prove to our customers that we go one step above what some of our competitors may do.”

**Eddie Springer,  
Project Manager,  
Springers Solar**

# THE SOLAR RETAILER CODE OF CONDUCT

**ALL APPROVED SOLAR RETAILERS AGREE TO ADHERE TO THE CLEAN ENERGY COUNCIL'S SOLAR RETAILER CODE OF CONDUCT, WHICH IS AUTHORISED BY THE AUSTRALIAN COMPETITION AND CONSUMER COMMISSION. SOME OF THE MAIN REQUIREMENTS OF THE CODE INCLUDE:**

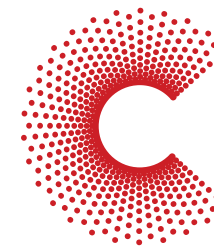
- ensuring that sales representatives act ethically at all times
- not engaging in any dishonest or misleading advertising or sales tactics
- upholding consumers' legal rights relating to cooling-off periods and refunds
- providing a minimum five-year warranty covering the operation and performance of the entire PV system
- providing consumers with all required documentation after the PV system is installed
- having a fair and transparent complaints process
- adhering to all existing legislation and regulations
- complying with all code administration, compliance arrangements and breach of code procedures, including payment of an annual fee.

## HOW TO APPLY

- 1** Visit [approvedsolarretailer.com.au](http://approvedsolarretailer.com.au)
- 2** Read the Solar Retailer Code of Conduct to ensure you meet the requirements
- 3** Apply online with the required documentation and pay the application fee

You can view the entire Approved Solar Retailer Code of Conduct at [approvedsolarretailer.com.au](http://approvedsolarretailer.com.au)

For more information on becoming a Clean Energy Council Approved Solar Retailer, please visit [approvedsolarretailer.com.au](http://approvedsolarretailer.com.au) or contact [codeofconduct@cleanenergycouncil.org.au](mailto:codeofconduct@cleanenergycouncil.org.au)



**CLEAN ENERGY COUNCIL**  
**APPROVED**  
**SOLAR**  
**RETAILER**



## Photos Required For Design Review

To assist our engineers in confirming your solar design, please provide the following photos to your customer portal at [shinehub.com.au](https://shinehub.com.au) or email them to [pm@shinehub.com.au](mailto:pm@shinehub.com.au).

Below you will find a checklist of the documents required, keeping in mind the system you've ordered, please provide the appropriate photos. Furthermore, we have also attached some example images below as a guideline for your reference.

### Documents/Photos Required:

- Photo Identification (**Powow PPA Only**)
- Most recent Council Rates (**Powow PPA Only**)
- Most recent Electricity Bill (**All Pages**)
- Entire Meter Board photo (**Full photo with all switches**)
- Proposed Battery location photo (**At least three locations with 2.5m by 1.8m Clearance**)
- Back of Internet Router photo

### In Addition, If Installing Battery Only:

- Existing Solar Inverter Label (**All existing inverters**)
- Existing Solar Documentation (**System size & No. of panels**)

### In Addition, If Installing Solar Panels:

- Roof photo (Clear photos from ground level)



## Inverter And/Battery Location – Close Up And Full View

- Clear photo of the wall & ground of where you want to fit your inverter/battery.
- Recommended locations to be close to switch board and out of direct sunlight.
- Clearance needed for battery as per AS/NZS 5139-2019: 2000mm x 1800mm x 300mm [H x W x D]

**IMPORTANT:** Please provide 3 possible battery locations for review. This helps our engineers approve a location.





## Existing Solar Inverter – Close Up And Full View

- If you have an existing solar inverter(s). This is required as supporting information to your grid distributor for system approval.
- The inverter sticker is usually **on the side or under the inverter.**
- Be sure to show the following: **Model Name, Serial Number and Power Rating**



## Existing Solar Panel Information

- Your existing solar panel information and documentation. This can usually be found on your original solar contract or Electrical Certificate of Compliance for your solar system.
- Require knowing the **quantity and size** of your existing solar panels

## Roof Photos- If Installing Solar Panels

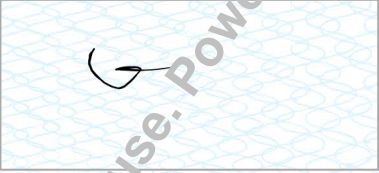
- Clear views of different roof sections that are suitable for solar panels to be installed.





# Signature Certificate

Reference number: MF4MU-PKNTC-P5ABF-RMJBN

Signer	Timestamp	Signature
<b>Bryan Push OC 2</b> Email: bryan.g+pushoc2@shinehub.com.au Sent: 08 Feb 2023 04:40:58 UTC Viewed: 08 Feb 2023 04:41:36 UTC Signed: 08 Feb 2023 04:42:04 UTC		
<b>Recipient Verification:</b> ✓Email verified	08 Feb 2023 04:41:36 UTC	IP address: 27.33.67.178 Location: Sydney, Australia

Document completed by all parties on:  
08 Feb 2023 04:42:04 UTC

Page 1 of 1



Signed with PandaDoc

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