



Battery Retrofit Installation Agreement

Version 20230321

Purchase Method: Hire Purchase



ShineHub



Hi Heather Vogelzang,

Welcome to the ShineHub Virtual Power Plant 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	Heather Vogelzang
Email	heather.vogelzang@gmail.com
Contact Number	0437472222
ShineHub Member ID	103338

Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

Your Battery Retrofit System Solution

System Type	
System Size	UnknownkW
Panel	Unknown x Unknown
Inverter	ALPHA SMILE-S5 Hybrid Inverter - Smile-S5 (AS4777-2 2020) x 1
Inverter 2 (if applicable)	N/A x 1
inverter 3 (if applicable)	N/A x N/A
Communication Tool	Unknown
Battery	ALPHA ESS - SMILE-BAT-5P x 3
Blackout Protection	Yes
<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 20 Amps, 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>	
By ticking this box, I acknowledge my agreement to the chosen Blackout Protection option above and confirm it has been explained to me clearly and sufficiently.	<input checked="" type="checkbox"/>
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

Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

SA Home Battery Scheme Subsidy Amount

\$0

Please note the subsidy amount is at the time of the quote, and will expire 6 months from conditional approval of the subsidy. If the system is not installed within 6 months of conditional approvals this quote will no longer be valid. Please note this amount has already been taken off the final price.

Installation Details

Levels

Single

Roof Type

Unknown

If your roof is tiled, you will supply spare tiles on the day of installation for replacement in case of any cracks or damages

Roof Angle

Standard

Phases

Single

Extra Notes

Blackout Protection: \$950 inc. GST

Extra Costs

\$950

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

Shine Hub PTY LTD

1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

(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).

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.

From 28 September 2020 onwards, the Government of South Australia will be implementing a new set of standards and requirements for all solar and/battery systems to be installed. For more details of the changes and requirements please visit: [Information for customers and owners](#). The new changes will require all new inverters to be approved and comply with the new performance standard. To proceed with your solar installation, we/Shinehub will be nominating an authorised agent on your behalf 'who can act on instructions to manage rooftop solar output in a power system emergency'. The agent can be SA Power Network with their [Relevant Agent Appointment Terms and Conditions](#). If you have any questions regarding the information, please don't hesitate and let us know.

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.

Installation Address

Street	4 Flinders Ave
City	Colonel Light Gardens
State	South Australia
Post Code	5041

Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

Let's Go Solar!



Order Overview

Total System Cost including labour and installation and minus the ShineHub Subsidy	\$12,437.96 10% GST Included
Less STC Value	-\$0 GST not applicable
Less SA Home Battery Subsidy Please note the SA HBS Subsidy rebate may drop at any time. If there is a rebate drop before the conditional approval is obtained, the Total Purchase Price is subject to change accordingly. Please also note the conditional approval will expire after 6 months. If the system is not installed within 6 months of conditional approval this quote will no longer be valid.	-\$0 GST not applicable
ShineHub Upfront Cost	\$950

Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

Total Purchase Price	\$12,437.96 <i>ShineHub Upfront Cost excl.</i>
	including \$1,130.72 GST
Hire Purchase Total Amount (inc. interest)	\$18,826.38
Interest Rate	8.9% pa
ShineHub VPP Subsidy	\$ 2,000.00 <i>This amount has already been taken off price above</i>
Purchase Method	Hire Purchase - Powow
Estimated Monthly Repayments	Estimated at \$156.89 / Month
Hire Purchase Term Length	10 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 term 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.

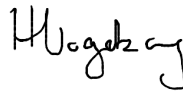
ShineHub Battery Retrofit Installation Agreement

Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

I understand that by signing this agreement and attached system design report I agree to the following conditions:

- I am responsible for organizing a solar net meter to be installed or having it already installed at the premise in order to receive a solar feed-in tariff. I am responsible for any losses, costs and damages incurred due to my failure to fulfil the obligation aforesaid.
- I acknowledge that my energy retailer may alter my feed-in tariff and/or energy tariff rates following solar installation, and ShineHub will not be held accountable for any such changes.
- I am responsible for ensuring that the solar generation unit has a stable internet connection (WiFi or Hard Wired) at the installed premise.
- I confirm that it has been explained to me how the solar generation unit works clearly and sufficiently.
- I confirm that I understand the payment schedule and will honour my payment duty under the agreement.

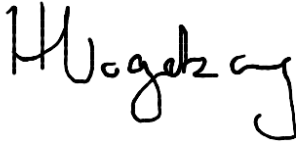


By signing this you agree to the Shine Hub terms and conditions and the above payment details and structure. The full terms and conditions can be found [HERE](#). By entering this agreement, you agree and consent to being bound by Shine Hub privacy policy that is located at [Here](#), and as is updated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

ShineHub Virtual Power Plant Program Sign Up	
Customer ("You/Your")	Heather Vogelzang
Customer Contact Details	heather.vogelzang@gmail.com
Us ("Our/We")	Shine Hub Pty Ltd
Product Name	Virtual Power Plant
Supply Address	4 Flinders Ave Colonel Light Gardens, South Australia 5041


Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

Value of Credits	\$0.45/kWh
Payment Method	Credited to your nominated financial institution account
Credit Frequency	Credited Quarterly
VPP Service Term	5 Years
Specifications (Solar Generation Unit)	ALPHA ESS - SMILE-BAT-5P x 3
Special Offer <i>you can only choose one of the offers listed on the right</i>	ShineHub VPP Subsidy ShineHub VPP Subsidy refers to the \$2,000 upfront discount that has already been taken off from the Total Purchase Price in your ShineHub Battery Retrofit Installation Quote. ShineHub Guaranteed VPP Payment refers to guaranteed VPP payments of \$500 per year for the first 4 years. Payments will be processed at the end of each year starting from the VPP services commencement date. This offer cannot be combined with any other offers. By choosing this offer the upfront \$2,000 discount shall be withdrawn thus \$2,000 shall be added to the Total Purchase Price in your ShineHub Battery Retrofit Installation Quote and paid upfront.
Early Termination Fees <i>only applies when you choose ShineHub VPP Subsidy Special Offer</i>	Calculated according to the following formula: Early Termination Fees = \$ 2,000.00 - \$ 2,000.00 * Days between the VPP Services Commencement Date and the Termination Date/ Term Length / 365
By signing this, you agree to the ShineHub "Virtual Power Plant Services Agreement". A copy of the terms and conditions can be found here: https://shinehub.com.au/terms/vpp-2k-promo .	

Shine Hub PTY LTD
1800 898 381

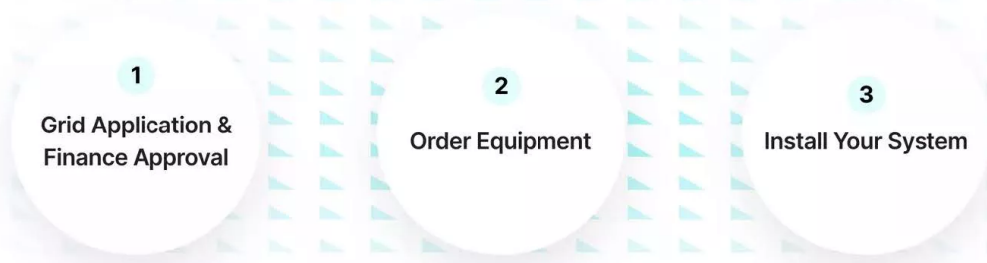
CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

Shine Hub Solar Installation and Small Electrical Work	
Customer ("You/Your")	Heather Vogelzang
Customer Contact Details	heather.vogelzang@gmail.com
Us ("Our/We")	Shine Hub Pty Ltd
Installation Address	4 Flinders Ave Colonel Light Gardens, South Australia 5041
Product - Adders (if any)	Blackout Protection \$950 Inc. GST
Total Cost of the above adders (if any)	\$950
Payment Due Date	7 days after Agreement is signed, latest before the Target Date
Target Date	Same with the Target Date in the PPA above
<p>Please pay your Total Cost to:</p> <p>Account Name: Shine Hub PTY LTD</p> <p>BSB: 032 135</p> <p>Account Number: 591 465</p> <p>Please include ShineHub Member ID - 103338 - in the description of your bank transfer.</p>	
<p>By signing this, you agree to the ShineHub Privacy Policy and Solar PV Sales and Installation Agreement. A copy of the terms and conditions can be found here:</p> <p>https://shinehub.com.au/terms/privacy-policy/.</p>	

Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.

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

Shine Hub PTY LTD
1800 898 381

CONFIDENTIALITY NOTICE AND DISCLAIMER This email (including any attachment to it) is confidential and may also be privileged and exempt from disclosure under applicable law. Accordingly, if you are not the intended recipient, please notify us immediately and delete this email (including any attachment to it) from your computer system. You should also not disseminate or copy the email. We do not assure the security of information electronically transmitted and your communication with us through such means signifies your acceptance of any risk attaching thereto.



ShineHub - System Design Report

Customer Name	Heather Vogelzang
Site Address	4 Flinders Ave , Colonel Light Gardens South Australia 5041
Date Reviewed	2023/05/01 12:15 PM
System Type¹	Battery Retrofit System
Panel Model	-
Panel Number	-
Inverter 1 Model	ALPHA SMILE-S5 Hybrid Inverter - Smile-S5 (AS4777-2 2020)
Inverter 2 Model	-
Battery Model	ALPHA ESS - SMILE-BAT-5P
Number of Batteries	3
Micro-inverters/ Optimisers	-
Number of MicroInverters/ Optimisers	-
Blackout Protection	Included

Inverter and/or Battery Location

Recommended Location	Left hand side of the MSB
Additional Information²	Standard
Additional cost (Inv/Bat Location)	N/A

Main Switchboard/Sub-board (without Blackout Protection)





Supply Phase	Single
Condition	Compliant
Additional Work Description³	Need 16A *2 and 1 * 10A RCBOs to replace RCD circuits
Reason	BOP circuits
Quote*	N/A

Extra Requirements for Blackout Protection	
Required	true
Additional Upgrade Required	Standard backup 1-2 circuits within 20Amps
Quote BOP	950

Internet Connection	
Available	Yes
Connection to Inverter	WIFI



Additional Cost Summary		
Item	Code	Cost (inc GST)/notes
Blackout protection	Upgrade Cases	950
Total Cost		\$950



¹As per the South Australia Power Network (SAPN) update on 14 February 2022, certain areas of Adelaide will have limited solar export for their systems, with either a Flexible Exports connection option or a 1.5kW fixed export limit. Due to a limited number of inverters approved for flexible, our default selection for customer is 1.5kW fixed export. This will be advised to the customer during the grid connection stage. For more information please visit the SAPN websites

²If the location is exposed to direct sunlight, the customer will need to arrange shade cover to protect the battery system, system warranty will be affected if the system is exposed to direct sunlight. Surface conduits for cable run will be used to ensure compliance to AS/NZS 3000:2018 and inverter

³Assessment is based on information provided and cannot determine unknown pre-existing electrical faults or conditions (possible for old switchboards). If pre-existing faults were found on the installation day, costs to rectify will need to be assessed independently and not included in this report.

*Quote indicated in the report excludes any potential fees from SA Power Network or Network provider appointment. Typically, for major upgrades requiring SA Power Network intervention will incur separate costs of \$600 or more charged by SA Power Network and is a case-by-case assessment

**Energy output is based off simulation softwares with an estimated system efficiency for panels on the proposed design. Actual output will vary depending on weather, shading issue, cabling, soiling and mismatches.

***Assuming maximum self-consumption and based on the customers electricity tariff provided. Peak rates will be used for Time-of-use tariff structures. Savings will vary depending on usage patterns and feed-in tariff.

^Simple payback period based on maximum savings and projects total system cost.



Site Design and Generation estimations



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?

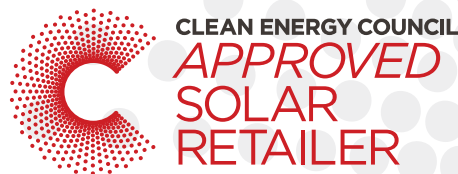
The company you’re dealing with has signed on to the Clean Energy Council Solar Retailer Code of Conduct. That means you will receive the following – and more:

- ✓ **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

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

FURTHER INFORMATION

- For further information or to view a copy of the code of conduct, visit 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
- To download the Clean Energy Council's 'Guide to installing solar PV for households', visit solaraccreditation.com.au/consumers
- For information on consumer rights and warranties, visit acc.gov.au/consumers/consumer-rights-guarantees
- To contact your relevant consumer affairs organisation, visit solaraccreditation.com.au/consumers/complaints
- To view the Australian Competition and Consumer Commission authorisation register, visit 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

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:

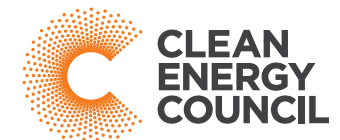
- ensuring that sales representatives act ethically at all times
- not engaging in any dishonest or misleading advertising or sales tactics
- upholding consumers' legal rights relating to cooling-off periods and refunds
- providing a minimum five-year warranty covering the operation and performance of 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
- 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

For more information on becoming a Clean Energy Council Approved Solar Retailer, please visit approvedsolarretailer.com.au or contact codeofconduct@cleanenergycouncil.org.au



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 or email them to 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:

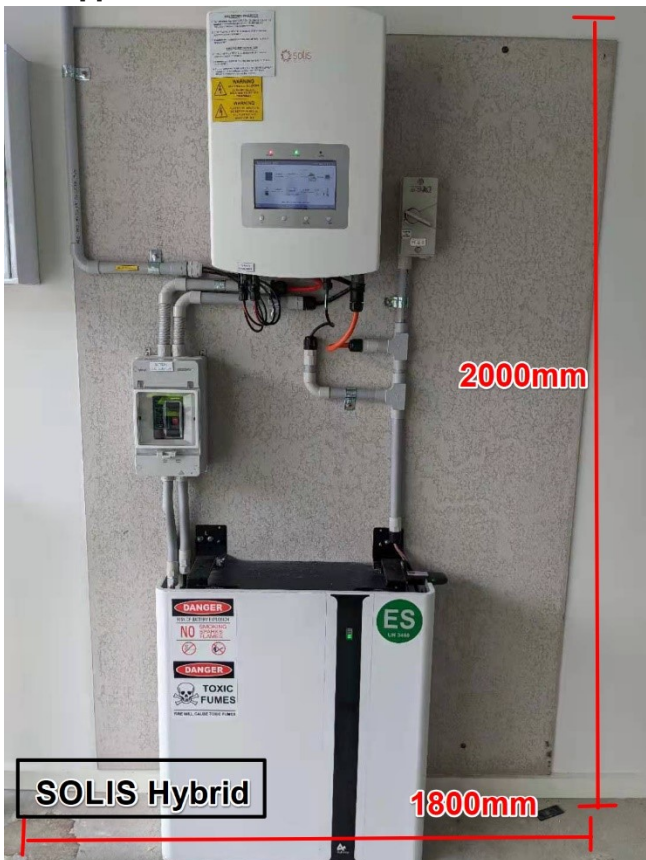
- Roof photo (Clear photos from ground level)



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: ZAMEC-9FNSF-H6V6B-PNGD3

Signer


Timestamp

Signature

Heather Vogelzang

Email: heather.vogelzang@gmail.com
Shared via link

Sent: 01 May 2023 02:17:37 UTC
Viewed: 01 May 2023 03:00:30 UTC
Signed: 01 May 2023 03:02:18 UTC



IP address: 1.125.21.69
Location: Adelaide, Australia

Document completed by all parties on:
01 May 2023 03:02:18 UTC

Page 1 of 1



Signed with PandaDoc

PandaDoc is a document workflow and certified eSignature solution trusted by 40,000+ companies worldwide.

