



**CLENERGY INVESTMENT PTY LTD T/A  
CAPITAL SOLAR PV  
ABN: 90634988800**

# **13.3kW SOLAR SYSTEM WITH 27.96kWh BATTERY STORAGE**

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**ADDRESSED TO:**

# Darin

[0430522026](tel:0430522026)

[darin.men@icloud.com](mailto:darin.men@icloud.com)

1 Ross Smith Crescent  
Scullin ACT 2614

Prepared by Capital Solar PV on 22nd May 2026

Last updated on 22nd May 2026

**Offer valid until 28th May 2026**

Reference #: CSP-0000-2537-2

## CONTACT

### Address

Capital Solar PV  
Unit 1/70 Barrier Street  
Fyshwick ACT 2609

### Phone

Mobile: 0412013898

Office: 1800 966 009

### Online

Email: [info@thecapitalsolar.com.au](mailto:info@thecapitalsolar.com.au)

Website: <http://www.TheCapitalSolar.com.au>



**CLEAN  
ENERGY  
COUNCIL**



# PROPOSED PANEL LAYOUT



**\$15,000.00**

Total incl. GST.

**NEXT**

**ACCEPT & SIGN**



## PANEL STRINGS & COMPONENT MARKINGS

## SYSTEM DETAILS

–

Your custom design

Solar system size<sup>1</sup>

**13.3 kW<sub>DC</sub> (STC)**

Estimated annual production<sup>2</sup>

**19,672 kWh**

Battery size

**27.96 kWh (27.96 kWh  
usable)**

System efficiency<sup>3</sup>

**87%**

## SOLAR PANEL

**Trina**solar



**28 × 475W Trina Solar Vertex S+ •**

TSM-475NEG9RH.28 (IEC 61215-2021)

1,762 × 1,134 mm • Monocrystalline • [Datasheet](#) • [Warranty](#)

## INVERTER



**1 × FoxESS H3-10.0-Smart (AS4777-2 2020) · 10000W**  
Three phase · 97.9% max. efficiency · [Datasheet](#) · [Manual](#) · [Warranty](#)

## BATTERY STORAGE<sup>4</sup>



## 1 × FoxESS EQ4800-L6 · 27.96kWh

570 × 938 × 380 mm · 27.96kWh usable · LiFePO4 · [Datasheet](#) · [Manual](#) · [Warranty](#) · [Safety](#)

## MOUNTING SYSTEM

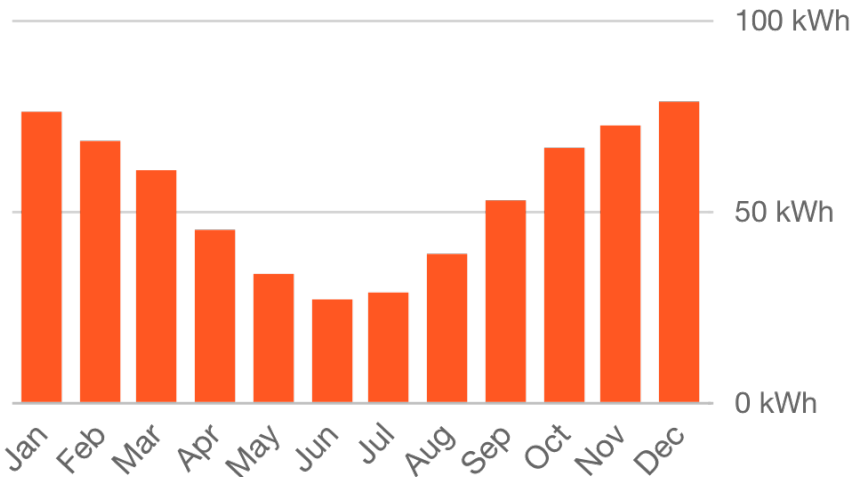
### Antai Tile Roof Solar Mounting System

Tile, flush mounted, 355A Rails · [Datasheet](#) · [Warranty](#) · [Engineering Cert.](#)

## DAILY PRODUCTION PER MONTH

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How much electricity will my system generate per day, on average?



## UTILITY COSTS

–

### BEFORE SOLAR

Average monthly bill

\$259.50

### WITH SOLAR

\$36.91 ↓ 86%

First year average

Annual bill

\$3,114.00

\$442.86 ↓ 86%

Est. annual savings \$2,671.14

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## INCLUDED SERVICES

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### Warranty & Repair Services

A 10 year workmanship warranty applies to this solar system installation. For other warranty information refer to the Warranty section below.

# 25 YEAR FINANCIAL SUMMARY

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## Net present value of investment<sup>5</sup>

\$167,919.47

The Net Present Value (NPV) is the **present day value** of all future cash inflows minus the outflows. Since money is worth more in the present day than in the future, all future cashflows need to be discounted by inflation. A positive NPV indicates a good investment.

## Discounted payback period<sup>5</sup>

4-5 years

Similarly, the Discounted Payback Period also accounts for all discounted future cashflows. The resulting period will typically be longer than a "simple payback period" calculation.

## Total return on investment<sup>5</sup>

1,119%

The Return on Investment (ROI) is another measure of the efficiency of your solar investment. Imagine you invested \$100.00 today and received \$300.00 in return. The ROI would be 200%.

The Internal Rate of Return is the discount rate that is used such that the NPV of future cash flows is exactly zero. The higher IRR, the better

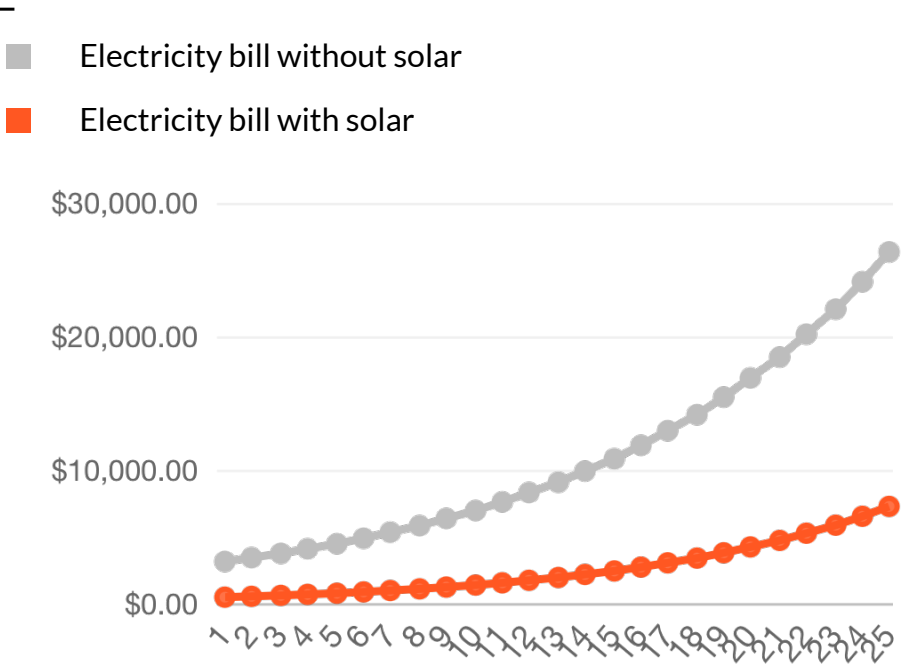
# FINANCIAL ANALYSIS

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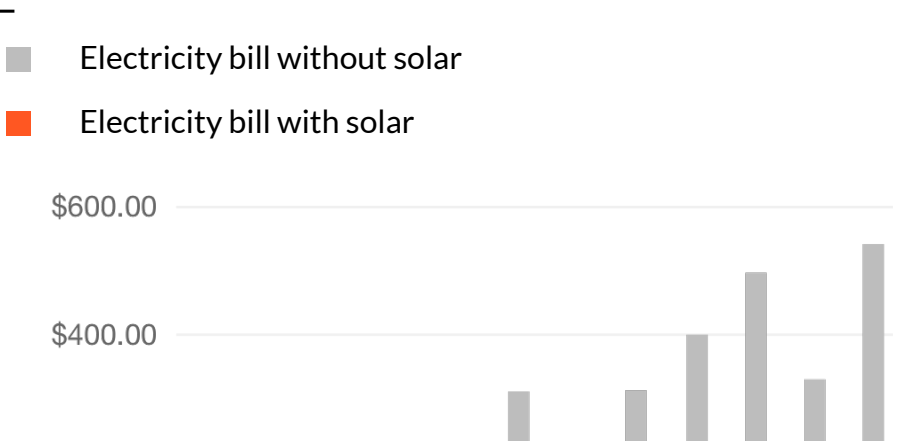
Your historical electricity bills were used to help size your solar system. Based upon the system size suggested, the expected electricity bill savings over a 25 year period are provided below.

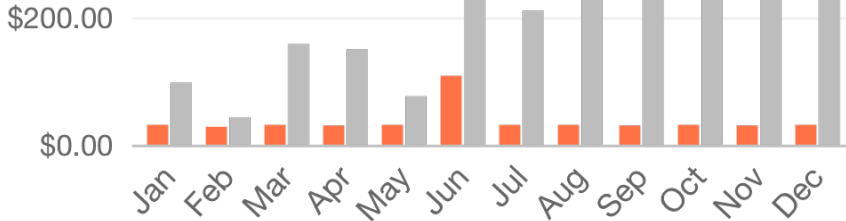
In addition, the first-year electricity bill savings you can expect are provided together with a chart of the monthly solar system output you can expect.

# ANNUAL ELECTRICITY BILL OVER TIME<sup>5</sup>



# MONTHLY ELECTRICITY BILL COMPARISON<sup>5</sup>





# ENVIRONMENTAL ANALYSIS

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Your solar system will generate significant environmental benefits. These come primarily from avoided power plant emissions.

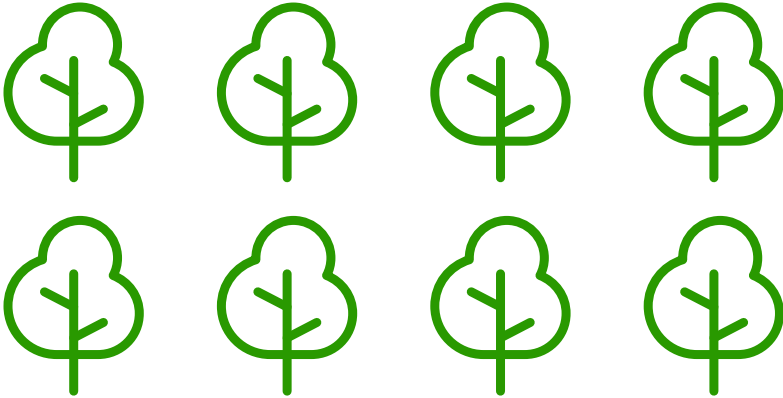
Below is a summary of environmental benefits your solar system will provide.

## TREES PLANTED EQUIVALENT

—

356 trees per year<sup>6,7</sup>

Each tree icon represents 40 trees

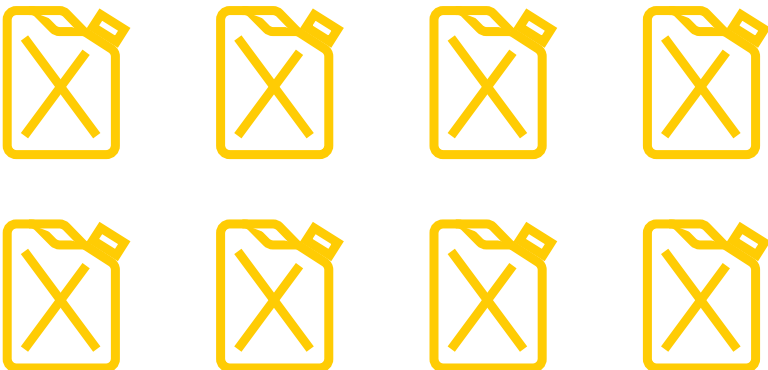


## **AVOIDED EQUIVALENT FUEL**

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5,907 litres of petrol per year<sup>6,7</sup>

Each fuel can icon represents 600 litres of fuel



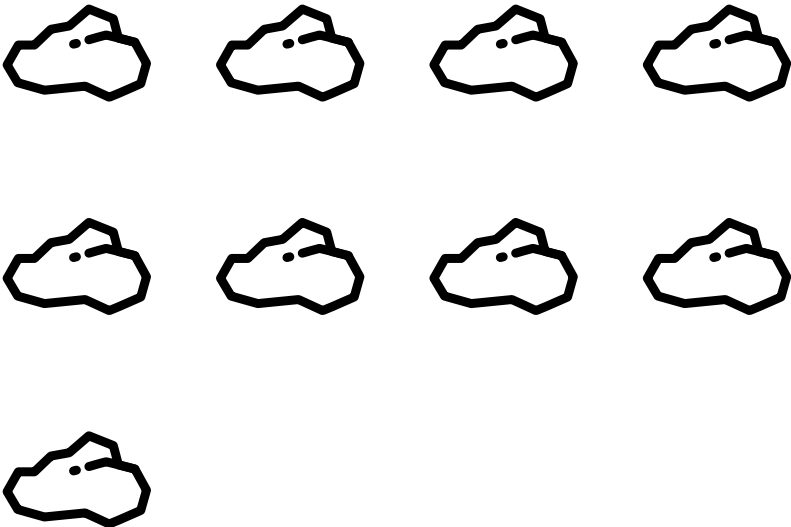


## AVOIDED COAL BURNT

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6,714 kg of coal per year<sup>6,7</sup>

Each coal lump icon represents 680 kg of coal



# QUOTE

**To** Darin  
[0430522026](mailto:0430522026)  
[darin.men@icloud.com](mailto:darin.men@icloud.com)

**Address** 1 Ross Smith Crescent  
 Scullin ACT 2614

**Reference #** CSP-0000-2537-2

**Prepared on** 22nd May 2026

**Est. install date** 11th Jun 2026

**Expiry date** 28th May 2026

**From** **CLENERGY INVESTMENT PTY LTD**  
 ABN: 90634988800  
 Unit 1/70 Barrier Street  
 Fyshwick ACT 2609

| Description                                       | Quantity | Price              | Total       |
|---|----------|--------------------|-------------|
| 13.3kW Solar system with 27.96kWh battery storage |          | \$26,643.07        | \$26,643.07 |
| Balance of system                                 |          | (incl.)            |             |
| Installation & labour                             |          | (incl.)            |             |
| Network pre-approval fee                          | 1        | \$298.66           | \$298.66    |
| Certificate of Electrical Safety(CES)             | 1        | \$292.27           | \$292.27    |
| Donation/Contribution                             | 1        | -\$3,000.00        | -\$3,000.00 |
|   |          | Subtotal incl. GST | \$24,234.00 |
|   |          | Included GST       | \$2,203.09  |

|   |                    |
|---|--------------------|
| 91 STCs <sup>8</sup> × \$38.00            | -\$3,458.00        |
| 152 Battery STCs <sup>8,9</sup> × \$38.00 | -\$5,776.00        |
| <b>Total incl. GST</b>                    | <b>\$15,000.00</b> |

## ACCEPTANCE

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Please sign and return to CLENERGY INVESTMENT PTY LTD. Be sure to keep a copy for your own records. A 10% (\$1,500.00) deposit is required to initiate the process. I acknowledge that CLENERGY INVESTMENT PTY LTD T/A CAPITAL SOLAR PV has calculated the value of the STC/LGC rebate and deducted it from the total amount payable in this quote. Upon installation and commissioning of the system at my property, I authorize CLENERGY INVESTMENT PTY LTD T/A CAPITAL SOLAR PV to: a) Sign the STC/LGC assignment form on my behalf, and b) Collect and retain the STC/LGC rebate associated with the installed system. I understand that a late payment fee may apply if I do not adhere to the payment schedule outlined below. (Upfront payment might not be required if financed via third party) **Offer valid until 28th May 2026**

## PAYMENT

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### Bank account

BSB: 062903  
 Account no. 11039824  
 Capital Solar PV

Commonwealth Bank of  
 Australia

Reference #: CSP-0000-2537-  
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**Client Name**

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**Client Signature**

## **ADDITIONAL INFORMATION**

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**Roof material**

Tile

**Storeys**

1

**Power phases**

Three phase

**Distributor**

EvoEnergy

## **ASSUMPTIONS AND DISCLAIMER**

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<sup>1</sup> The Standard Test Condition rating (STC) assumes a standard set of optimal operating conditions (25°C cell temperature, 1000 W/m<sup>2</sup> and an air mass of 1.5). The STC rating is most often used by manufacturers to classify the power output of PV modules. To calculate the system's energy production for any future year, the expected degradation in system performance is included (See "PV degradation", in table below).

<sup>2</sup> Energy Output is calculated based on historical solar irradiance at the given location. A typical meteorological year is selected using statistical methods. Factors including panel tilt, orientation (azimuth), and system efficiency are taken into account.

<sup>3</sup> System efficiency is estimated to account for losses caused by a variety of factors. These factors include intermittent shading, cable losses, dirt, scheduled downtime, manufacturer tolerances, inverter efficiency for DC to AC (this does not affect off-grid DC only systems), battery round trip efficiency, and other factors.

<sup>4</sup> Battery storage devices may not always provide Back-up, Grid Islanding or Uninterruptible Power Supply (UPS) capabilities.

<sup>5</sup> Utility electricity price inflation is adjusted based on the given location. (Figures from NATIONAL ELECTRICITY FORECASTING REPORT June 2016 by AEMO.)

<sup>6</sup> Clean Energy Regulator. 2024. Electricity sector emissions and generation data 2022-23. [ONLINE] Available at: <https://cleanenergyregulator.gov.au/markets/reports-and-data/nger-reporting-data-and-registers/electricity-sector-emissions-and-7>.

<sup>7</sup> United States Environmental Protection Agency. 2017. Greenhouse Gases Equivalencies Calculator - Calculations and References. [ONLINE] Available at: <https://www.epa.gov/energy/greenhouse-gases-equivalencies-calculator-calculations-and-references#kilowatt>

<sup>8</sup> Australian Small-scale Technology Certificates (STCs) are an incentive provided under the Renewable Energy Target. One certificate is equal to one megawatt hour of eligible renewable electricity either generated or displaced by the installed system. [ONLINE] Read more at: <https://cer.gov.au/schemes/renewable-energy-target/small-scale-renewable-energy-scheme/small-scale-technology-certificates>.

<sup>9</sup> Battery STCs calculated for the Commonwealth Government's Cheaper Home Batteries Program are based on an assumption of 6.8 STCs per usable kWh of storage (install period 2026 May-Dec). The right to create STCs only arises once per premises and does not transfer with the ownership of the premises. Additional solar batteries aren't eligible for STCs after the first claim. [ONLINE] Read more at: <https://cer.gov.au/schemes/renewable-energy-target/small-scale-renewable-energy-scheme/small-scale-renewable-energy-systems/solar-batteries>.

<sup>10</sup> Inflation and effective interest rates are sourced from the RBA. 20 year bond rate is used as the nominal rate. [ONLINE] Available at: <https://www.rba.gov.au/>

**Note** The system design may change based on a detailed site audit. Estimated savings are based on past electrical usage and utility rates provided by the customer where applicable. Actual system production and savings will vary based on final system design, configuration, utility rates, applicable subsidies and your energy usage post-solar installation. Utility rates, charges and fee structures imposed by your utility are not affected by this proposal and are subject to change in the future at the discretion of your utility. The production calculations in this report are based on historical climate data for the site location and represent typical estimates of future solar production.

**System end-of-life** This system's lifetime expectancy is outlined in the Warranty section below. System removal at end-of-life may incur additional costs. Please contact us for more information on System End-of-life Disposal Services.

**System portability** This system has been designed for and is intended to be permanently fixed to the property as shown in the Proposed Panel Layout section above. It is not portable and should not be moved without a professional. Please contact us if you would like to modify the location of your installed solar system.

## ASSUMED VALUES

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| <b>DC Array Power</b> | <b>Tilt</b> | <b>Azimuth</b> |
|-----------------------|-------------|----------------|
| 0.475kW               | 15°         | 191°           |
| 12.825kW              | 15°         | 281°           |

Azimuth measured clockwise from North

**System efficiency<sup>3</sup>**  
87%

**AC system size**  
10kW

**Export limit**  
No export limit

**Monthly electricity bills**

|                |                |                |                |
|----------------|----------------|----------------|----------------|
| \$97.00 (Jan)  | \$43.00 (Feb)  | \$158.00 (Mar) | \$149.00 (Apr) |
| \$76.00 (May)  | \$309.00 (Jun) | \$210.00 (Jul) | \$311.00 (Aug) |
| \$398.00 (Sep) | \$495.00 (Oct) | \$328.00 (Nov) | \$540.00 (Dec) |

**Utility rate inflation**

9.3% per annum

### **Self-consumption rate**

100%

### **Daily supply charge**

\$1.00

### **Current electricity price**

\$0.25

### **Feed-in Tariff**

\$0.06

### **System lifetime**

25 year

### **Inflation rate**<sup>10</sup>

2.1% per annum

### **Effective interest rate**<sup>10</sup>

1.36% per annum

### **PV degradation**

Trina Solar Vertex S+

TSM-475NEG9RH.28

99% for the first year

-0.4% per year to year 30

### **Nominal storage capacity**

27.96kWh

**Maximum depth of discharge**

100%

**Usable storage capacity**

27.96kWh

**Power**

13.44kW

**Round trip efficiency**

95%

**Battery STCs factor (2026 May-Dec)**

| Capacity             | STC factor | STCs  |
|----------------------|------------|-------|
| First 14kWh          | 6.80       | 95.20 |
| Next 13.96kWh        | 4.08       | 56.96 |
| Total (rounded down) |            | 152   |

**TERMS AND CONDITIONS**

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**Solar PV & Battery Sale and Installation Agreement**

**1. Introduction**

**Who does this agreement apply to?**

## **1.1 This agreement is between:**

- (a) Capital Solar PV (ABN 90 634 988 800), referred to as “we” or “us”; and
- (b) the customer named in the Quote, referred to as “you”.

## **What is this agreement made up of?**

### **1.2 This agreement is made up of:**

- (a) these Terms and Conditions; and
- (b) the Quote attached to these Terms and Conditions.

## **What does this agreement cover?**

### **1.3 The agreement covers:**

- (a) your purchase from us of the solar photovoltaic system and other equipment, referred to as the "System" and described in the Full System Design attached to this agreement; and
- (b) delivery and installation of the System at your Premises.

## **When does this agreement start and end?**

### **1.4 This agreement starts when you accept our offer set out in the Quote, which you can do by:**

- (a) signing and posting or delivering the Quote to our

address as set out in the Quote;

(b) signing, scanning and emailing the Quote to our email address as set out in the Quote; or

(c) accepting the offer over the telephone, by calling our telephone number as set out in the Quote (in which case we will send you a full copy of this agreement, by post or email, within one week after your acceptance).

**1.5 However, your purchase of the System will not become final until all of the following conditions have been satisfied:**

(a) you have paid us the Deposit; and

(b) your electricity distributor (the company that actually delivers electricity to the Premises) has granted Grid Connection Approval.

**1.6 This agreement ends when we have finished installing and commissioning the System, unless we or you end it earlier in accordance with its terms.**

**1.7 If we have delivered and installed the System, then after the agreement ends the guarantees and related terms in clause 11 will continue for the Guarantee Period.**

**Other rules**

**1.8 In addition to this agreement, various laws and**

**codes, including the Australian Consumer Law and, if we have volunteered to be bound by it, the CEC Solar Retailer Code of Conduct, also contain rules applicable to the sale and installation of solar photovoltaic systems, and we will comply with these rules in selling you the System and installing it at the Premises.**

## **Capitalised terms have special definitions**

**1.9 Capitalised terms used in the agreement have the meanings given to them in clause 16.**

## **2. Sale of the System**

**2.1 Provided the conditions in clause 1.5 have been satisfied, we agree to sell, and you agree to purchase, the System on the terms of this agreement.**

## **3. Payment**

### **Payment of the Deposit**

**3.1 You must pay us the Deposit at the same time as you accept our offer set out in the Quote.**

### **Payment of the Balance**

**3.2 You must pay us the Balance at the same time as we deliver the System to the Premises.**

**3.3 Title in the System passes to you on payment of the Balance, provided you have already paid the Deposit and all other amounts you owe us.**

## **Payment methods**

**3.4 Payments under this agreement can be made by bank cheque, money order, cash, debit card, credit card or direct deposit.**

## **When payment is taken to be made**

**3.5 You will be taken to have made payment on the date on which we receive your payment as cleared funds in our bank account.**

## **Payment via third-party finance**

**3.7 If your payment is/will be made via third-party finance, it is your responsibility to ensure that the payment is made on your behalf upon the delivery of the goods/services.**

## **4. Refunds**

**4.1 If you have paid us money under this agreement, but the agreement ends for any of the following reasons before we install the System at your Premises, then when the agreement ends we will promptly refund all of**

## **the money you have paid:**

- (a) if we have not delivered and installed the System at the Premises within 4 weeks after the original Target Date, and you choose to end the agreement under clause 7.7;
- (b) if we give you notice of a price increase under clause 5, and you choose to end the agreement in accordance with clause 5.3 rather than accept the price increase; or
- (c) Grid Connection Approval is refused.
- (d) If any of the equipment quoted is unattainable and you do not agree to equipment of a similar quality to be substituted

## **5. Variation**

### **5.1 Subject to clause 5.2, we can make a variation (e.g. price increase) of:**

- (a) the System or any part of it;
- (b) the installation of the System; or
- (c) any other item specified in the Quote,

**to cover any new or increased cost in selling and installing the System under this agreement.**

### **5.2 We can only make a variation under clause 5.1 if:**

- (a) it is reasonable to do so;
- (b) we are not prohibited by law from doing so; and

(c) we give you written notice of the variation at least one week before the Target Date set out in the Quote, or, if we have notified you of a new Target Date under clause 7.6, that new Target Date.

(d) Written notice of the variation is acknowledged and signed-off by the customer prior to installation.

**5.3 If we give you notice of a price or product variation and you prefer to end this agreement rather than accept the variation, you can end the agreement in accordance with clause 5.4 and, if you do, we will give you any refund required under clause 4.1(b).**

**5.4 You can end this agreement under clause 5.3 by:**

(a) calling us on our telephone number as set out in the Quote; or

(b) giving us written notice of this, by post or email,

**before the Target Date set out in the Quote, or, if we have notified you of a new Target Date under clause 7.6, that new Target Date.**

**5.5 If we send you notice of a system variation and you do not end this agreement under clause 5.3 by the relevant date, you will be taken to have agreed to the variation.**

## **6. Approvals**

### **Grid Connection Approval**

**6.1 We will apply for Grid Connection Approval on your behalf. In doing this, we will:**

- (a) make the application as soon as possible;
- (b) keep you updated on the progress of the application;
- (c) respond, within a reasonable timeframe, to any information or other requests from the distributor; and
- (d) promptly give you notice of the outcome of the application.

**6.2 Your purchase of the System is subject to Grid Connection Approval being granted.**

**6.3 If Grid Connection Approval is refused, then this agreement will end and we will give you any refund required under clause 4.1(c).**

### **Other approvals**

**6.4 You are responsible for applying for and obtaining any other approvals, permits or consents required in respect of the installation of the System at the Premises.**

**6.5 You must apply for these approvals, permits and consents as soon as possible.**

**6.6 The sale and installation of the System, and your and our other obligations under this agreement, are not dependent on and will not be affected by whether and when you obtain these approvals, permits and consents.**

## **7. Delivery and installation**

### **Delivery**

**7.1 Provided the conditions in clause 1.5 have been satisfied, we must, or must procure, the delivery of the System to the Premises.**

**7.2 The risk of loss or theft of, or damage to, the System passes to you on delivery of the System to the Premises.**

### **Installation**

**7.3 Provided you have paid the Balance, we must install, or must procure the installation of, the System at the Premises, in accordance with the Full System Design.**

### **Target Date**

**7.4 We will use reasonable endeavours to deliver and install the System at the Premises on the Target Date.**

**7.5 You agree, however, that:**

(a) the Target Date is only a target and not a strict deadline;

and

(b) we will not be liable to you if we fail to deliver and install the System at the Premises by the Target Date.

**7.6 We will notify you if we do not think we can deliver and install the System at the Premises by the Target Date, and give you a new Target Date.**

**7.7 If we have not delivered and installed the System at the Premises within 4 weeks after the original Target Date, you can end this agreement and, if you do, we will give you any refund required under clause 4.1(a).**

## **Installation requirements**

**7.8 We (if we install the System) or our contractor (if we procure a contractor to install the System) must:**

- (a) be a CEC-Accredited Installer; and
- (b) install the System in accordance with the Clean Energy Council Design and Install Guidelines and all other requirements applicable to CEC-Accredited Installers.

**7.9 After installation of the System, we will give you any certificate or similar document regarding the electrical safety of the System which is required by law.**

**7.10 We will take every reasonable precaution in installing the System at the Premises. However, we will**

**not be liable in respect of:**

- (a) the structural integrity of the roof;
- (b) the roof's ability to carry the weight of the System;
- (c) any effect installation of the System has on any roof manufacturer's warranty; or
- (d) any damage to the roof or Premises which is not due to our negligence or breach of this agreement.

## **8. Accessing the Premises**

**8.1 You grant us permission to enter and remain at the Premises, and to have our contractors enter and remain at the Premises, to:**

- (a) conduct one or more site inspections, if we think this is necessary; and
- (b) deliver and install the System,

**at any reasonable time, provided we give you at least 3 Business Days' notice of the proposed access time.**

**8.2 You or your representative must be present at the Premises for any site inspection and for the delivery and installation of the System.**

**8.3 You must:**

- (a) ensure we and our contractors have convenient and safe

access to all parts of the Premises necessary to conduct any required site inspections or to deliver and install the System;

(b) not hinder or obstruct this access; and

(c) ensure the Premises, including its roof, supporting structures and electrical wiring, are sound and able to accommodate installation of the System.

## **9. System maintenance**

**9.1 We must provide you with the Maintenance Documents.**

**9.2 It is your responsibility to maintain the System in accordance with these documents.**

## **10. System performance and STCs**

### **Site-Specific Performance Estimate**

**10.1 We have calculated the Site-Specific Performance Estimate for the System and your Premises in accordance with the CEC System Design Guidelines.**

### **STC Incentive**

**10.2 We have calculated the STC Incentive based on:**

(a) the maximum quantity of STCs that can be created in

respect of the System under law, taking into account the Site-Specific Performance Estimate; and

(b) the monetary value of that quantity of STCs,

**and deducted the STC Incentive from the System Price.**

## **Assignment of STCs to us**

**10.3 You hereby assign to us all of your existing and future rights, title and interest in and to all STCs created or able to be created in respect of the System.**

**10.4 You must do anything we reasonably request of you for the purpose of perfecting, confirming or evidencing this assignment, including providing information and executing documents.**

**10.5 You warrant to us, when you accept the offer set out in the Quote and again on installation of the System, that you have not previously created, or assigned the right to create, any STCs in respect of the System or any other solar photovoltaic generating unit at the Premises.**

## **Charging you the STC Incentive**

**10.6 If you do anything that:**

(a) obstructs or avoids the assignment under clause 10.3;

(b) reduces the maximum quantity of STCs that can be

created in respect of the System; or  
(c) renders the System ineligible for the creation of STCs,

**then we can increase the Total Price by the amount of the STC Incentive, and you must pay us the STC Incentive within 10 Business Days of us invoicing you for it.**

**10.7 Clause 5 does not apply to any increase of the Total Price increases under clause 10.6, and you cannot end the agreement as a result of a price increase, or refuse to accept it.**

## **11. System guarantees**

**11.1 Subject to clause 11.2, we guarantee:**

- (a) our workmanship, and the workmanship of our contractors, in installing the System; and
- (b) the operation and performance of the System,

**will be free from fault or defect for a period of 10 years commencing on the date the System is installed (Guarantee Period), and we will repair any such default or defect notified to us within the Guarantee Period, including by replacing all or part of the System where necessary, within a reasonable timeframe at no cost to you.**

## **11.2 The guarantee in clause 11.1 will not apply where:**

- (a) the fault or defect is not notified to us within the Guarantee Period; or
- (b) the fault or defect is a result of:
  - (i) something done by you or someone else, and not us or our contractors; or
  - (ii) something beyond human control that occurred after installation, e.g., an extreme weather event;
  - (iii) the System being misused, abused, neglected or damaged after installation;
  - (iv) the System being maintained other than in accordance with the Maintenance Documents; or
  - (v) the System being repaired, modified, reinstalled or repositioned by anyone other than a service technician approved by us in writing.

## **11.3 The guarantee in clause 11.1 is additional to any other guarantee or warranty you may have:**

- (a) from the manufacturer of the System; or
- (b) under any applicable law, including the Australian Consumer Law,

**although these other guarantees and warranties may not cover labour costs, travel costs and delivery costs arising from a claim under these other guarantees and**

**warranties. We will notify you if this is the case, and tell you the costs payable. The costs will be payable in advance.**

**11.4 During the Guarantee Period, we will provide reasonable assistance to you in making any guarantee or warranty claim against the manufacturer of the System, including by acting as your liaison with the manufacturer.**

## **12. Complaints**

### **Making a complaint**

**12.1 If you have a complaint relating to the System, its installation or this agreement generally, you can make a complaint to us by:**

- (a) calling us on our telephone number as set out in the Quote; or**
- (b) giving us written notice of this, by post or email.**

**12.2 We will handle your complaint in accordance with our standard complaints procedures. If we have volunteered to be bound by the CEC Solar Retailer Code of Conduct, then these procedures will comply with that Code, and with the Australian Standard on Complaints Handling AS ISO 10002-2006.**

## **If you are still not satisfied**

**12.3 If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:**

ACT: Office of Regulatory Services

Phone: (02) 6207 3000

NSW: Fair Trading

Phone: 13 32 20

NT: Consumer Affairs

Phone: 1800 019 319

QLD: Office of Fair Trading

Phone: 13 74 68

SA: Consumer and Business Services

Phone: 13 18 82

TAS: Consumer Affairs and Fair Trading

Phone: 1300 654 499

VIC: Consumer Affairs

Phone: 1300 558 181

WA: Consumer Protection

Phone: 1300 304 054

## **13. Privacy**

**13.1 We will comply with all relevant privacy legislation in relation to your personal information.**

**13.2 If you have any questions in relation to privacy, you can contact us by:**

- (a) calling us on our telephone number as set out in the Quote; or
- (b) giving us written notice of this, by post or email.

## **14. What happens if you fail to perform this agreement**

**14.1 If you:**

- (a) fail to pay any amount when due; or
- (b) fail to perform your obligations in clause 8,

**then we may suspend our performance of this agreement with immediate effect, and will give you a notice asking you to make the required payment or perform the required obligation.**

**14.2 If you fail to make the required payment or perform the required obligation within one week after the date of our notice, then we may end this agreement**

**immediately by notice to you.**

**14.3 If we end this agreement under clause 14.2, you must pay us any costs we incur as a result of ending the agreement, and any costs we have already incurred in respect of the delivery or installation of the System.**

## **15. GST**

**15.1 All amounts specified in the Quote are inclusive of GST.**

## **16. General**

### **Notices**

**16.1 Any notice under this agreement must be in writing and signed by the sender or by an authorised representative of the sender and sent to or left at the address of the addressee in the Schedule or, if the addressee has previously notified the sender in writing of an alternative address for notices, that alternative address.**

**16.2 If the delivery or receipt of a notice occurs on a day which is not a Business Day or at a time after 5.00 pm in the place of receipt, it is regarded as having been received at 9.00am on the following Business Day.**

## **Assignment and novation of the agreement**

**16.3 Neither party can assign its rights or novate its obligations under this agreement without the other party's prior written consent, not to be unreasonably withheld or delayed.**

## **Sub-contracting**

**16.4 We may sub-contract any of our obligations under this agreement to a third party, provided that:**

(a) if we sub-contract any obligations:

(i) we will ensure the relevant sub-contractor is suitable and performs all sub-contracted obligations in accordance with the requirements of this agreement;

(ii) we will continue to be liable to you for the performance of our obligations under this agreement, even though we have sub-contracted one or more of those obligations; and

(iii) we will be liable to you for the acts and omissions of our sub-contractors, as if these acts and omissions were our own; and

(b) our obligations in relation to the design or installation of the System can only be sub-contracted to a CEC-Accredited Installer.

## **Amendment of the agreement**

**16.5 This Agreement can only be amended in writing signed by both parties.**

## **Waivers**

**16.6 A waiver in connection with this agreement is not valid or binding on the party granting that waiver unless made in writing by that party.**

## **Severance**

**16.7 Any term of this agreement which is or becomes invalid or unenforceable does not render the other terms of the agreement invalid or unenforceable.**

## **Governing law of the agreement and submission to jurisdiction**

**16.8 The laws of the State or Territory in which the Premises are located govern this agreement, and each party irrevocably submits to the non-exclusive jurisdiction of courts with jurisdiction there.**

## **17. Meaning of capitalised terms in this agreement**

**Australian Consumer Law** means the Australian Consumer Law to the *Competition and Consumer Act 2010* (Cth).

**Balance** means the amount specified as such in the Quote, subject to any adjustment of this amount in accordance with clause 5.1 or 10.6.

**Business Day** means a day which is not a Saturday, Sunday or public holiday in the State or Territory in which the Premises are located.

**CEC-Accredited Installer** means an installer of solar photovoltaic systems accredited in this capacity by the Clean Energy Council under the Clean Energy Council Code of Conduct and Accreditation Terms and Conditions.

**CEC System Design Guidelines** means the Clean Energy Council System Design Guidelines for Accredited Designers.

**Deposit** means the amount specified as such in the Quote, subject to any adjustment of this amount in accordance with clause 5.1 or 10.6.

**Full System Design** includes the System design and specifications, proposed roof plan, System orientation and tilt, expected efficiency and the Site-Specific Performance Estimate calculations, as set out in the quote.

**Grid Connection Approval** means approval from

your electricity distributor for the connection of the System to the electricity grid at the Premises.

**GST** has the meaning given in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

**Guarantee Period** has the meaning given to it in clause 11.1

**Maintenance Documents** means the System maintenance documents listed in Attachment 1 to this agreement.

**Premises** mean the premises at the address specified in the Quote.

**Privacy Act** means the *Privacy Act 1988* (Cth).

**Quote** means the document titled as such which forms part of this agreement and is attached to the Terms and Conditions.

**Site-Specific Performance Estimate** means our site-specific estimate of the average daily energy yield of the System for each month, in kWh, as set out in the Full System Design.

**STC** means a small-scale technology certificate created under the *Renewable Energy (Electricity) Act 2000* (Cth).

**STC Incentive** means the amount specified as such in the Quote.

**System** means the solar photovoltaic system and other equipment we are to deliver and install at the Premises under this agreement, as described in the Full System Design.

**System Price** means the amount specified as such in the Quote.

**Target Date** means the date specified as such in the Quote, subject to any variation of that date in accordance with clause 7.6.

**Total Price** means the amount specified as such in the Quote.

Clenergy Investment PTY LTD |

## WARRANTY

| Product                                | Type        | Standard warranty          | Downloads                     |
|--|-------------|----------------------------|-------------------------------|
| Trina Solar Vertex S+ TSM-475NEG9RH.28 | Solar panel | 25 years product, 30 years | <a href="#">Warranty file</a> |

475W

performance

FoxESS H3-10.0-Smart (AS4777-2 2020) 10000W

Inverter

10 years

[Warranty file](#)

FoxESS EQ4800-L6 27.96kWh

Battery

10 years

[Warranty file](#)

Antai Tile Roof Solar Mounting System - Tile, flush mounted, 355A Rails

Mounting system

25 years

[Warranty file](#)

System component warranties are different from the system lifetime. Please see the Assumed Values page.

## MANUFACTURERS

**Product**

**Manufacturer**

**Contact**

Trina Solar  
Vertex S+ TSM-  
475NEG9RH.28

Trina Solar  
(Australia) Pty  
Ltd  
ABN: 24 150  
695 524

australiaservice@trinasolar.com  
+61 1300 874 627

FoxESS H3-  
Smart H3-10.0-  
Smart (AS4777-  
2 2020)  
FoxESS  
EQ4800-L6

FoxESS  
Australia Pty Ltd  
ABN: 31 641  
059 841

service.au@fox-ess.com  
+61 1300 377 369

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