

GUIDE FOR HARDWARE SALES AND INSTALLATIONS AT AMPERION SUNSTORE

The following information provides guidance on sale of hardware and installation thereof. Please read carefully and do not hesitate to request clarity on any matter.

1 **Site visits**

- 1.1 The quoted hardware and installation amount is for a standard single phase house, with adequate tilted north facing roof. A site visit is needed to assess this and any other crucial factors.
- 1.2 Before the site visit is undertaken, the owner must complete a short online form to provide more information on the appliances and electrical information.
- 1.3 One site visit will be done for the walk-through and it is important that the project owner **is present** to provide guidance on issues such as positioning of the hardware, and other crucial information.
- 1.4 The Electrician will indicate if any of the following are needed:
 - Maintenance on the roof since the panels are expected to stay for 20 years.
 - Fixing of electrical cabling
 - Any other input that needs to be undertaken
- 1.5 After the site visit, the installation quotation will either stay as is, or will need to be adjusted based on new information. This information might include, the type of roof, the arrangements of panels, distance to the distribution board, three-phase power supply, a need for scaffolding, digging of trenches, removal of paving, etc.
- 1.6 The final installation quotation will be completed within 3 working days.
- 1.7 Additional payment quoted should be made to the Electrical contractor directly.

2 **Installation contract**

- 2.1 Amperion Sunstore (Pty) Ltd has over 80 projects undertaken in-house and has extensive contracting experience.
- 2.2 Amperion Sunstore has a network of qualified and reliable Electricians that are ready to undertake installation projects on an outsourced model.
- 2.3 The Electricians are highly experienced and are vetted to ensure that your project runs smoothly and that there are no post installation challenges.
- 2.4 The installation contract will be signed by the Electrical company and the property owner.

- 2.5 These contracts are overseen by Amperion Sunstore to ensure that the home owners are adequately protected and that the Electrical contractor can be held accountable.
- 2.6 The Electrician will issue a Certificate of Compliance after the installation.

Kindly note

- The installation does not include registration of SSEG at your municipal offices. Should you require this service kindly let the Electrician know during the site visit.
- Please submit written rules for solar installation within your Estate or Body Corporate so that the Electrician can fully abide. The Electrician will not be held accountable for alterations in line with aesthetics or any other requirements that were not communicated.

3 Installation Warranty

Electricians deployed by Amperion Sunstore are fully trained, fully licensed by the Department of labour, highly experienced and have PV GreenCard accreditation.

Faulty and underperforming installations become apparent immediately after installation. Our Installations come with a six-month warranty against faulty installation and the Electrician will attend to calls within this period to ensure that the wiring is correct.

4 Solar components

- i. Our solar panels, inverters, batteries and other components are chosen for their track record, quality and robustness to enable us to provide superior service to end users.
- ii. You will come across many systems that may seem equivalent but that use lower quality components that will, in the long run, prove very ineffective and extremely difficult to operate.
- iii. Note that the manufacturers undertake to exchange faulty hardware, but do not bear the cost of decommissioning and transportation.
- iv. If a product defect is identified on site during the installation phase then the Electrician will decommission and send the hardware to the manufacturer.
- v. If the defect is identified after handover and proper functioning of the unit, then the decommissioning and transportation comes at an additional call out fee.
- vi. Manufacturers issue “Limited Warranties” and this means that they will replace hardware if it was installed properly and was operated in line with

specifications. This means that there might be a waiting period of at least 2-weeks for the manufacturer to undertake an inspection.

4.1 Inverters and charge controllers

- vii. **Victron Energy** and **Sunsynk** warrant their products to be free from defects in workmanship and materials for a period of **5 years** from the date of purchase by the end user.
- viii. If a device becomes defective during the factory warranty period and provided that it will not be impossible or unreasonable, the device will be repaired by the manufacturer, repaired on site or exchanged for a replacement device of equivalent value according to model and age.

4.2 The Solar Panels

We supply only Tier-1 solar panels who have independently identified as bankable and in a position to honour their long-term warranties.

The Solar PV Modules that we supply are **Canadian Solar** , **JA Solar**, **Longi** and **Jinko** and come with 10 year replacement warranty and 25-year performance warranty.

4.3 Lithium-Ion Batteries

The batteries comes with a 5-year (4,000 cycles) performance warranty and a limited 10-year product warranty under certain conditions.

Please also note that Lithium-Ion batteries have a high upfront cost but will save you money in the long run. Amongst the many advantages of using Lithium-Ion batteries are a higher depth of discharge (DoD), more cycles and longer lasting operation. An equivalent lead-acid battery will cost about 40% less but will need to be replaced in a few years (around 3 years).

The batteries that we supply for installation are **iG3n**, **Freedom Won**, **Hubble** and **Pylontech**. These manufacturers have full workshops in South Africa and are available for swap outs and repairs during the warranty period.