

Proposal for: Letchworth Sports & Tennis Club

Project name: 5089 R7

Site address: Muddy Lane, Letchworth, Herts SG6 3TB

Date created: 4 Feb 2025 (valid 28 days)

Our Promises to you



Peace of Mind

Product and installation warranties and 2 years technical support



Excellence

Bespoke design customised for your home



Results

We save you money and cut your carbon footprint



Expertise

Unparalleled industry knowledge to respond to all technical questions



Quality

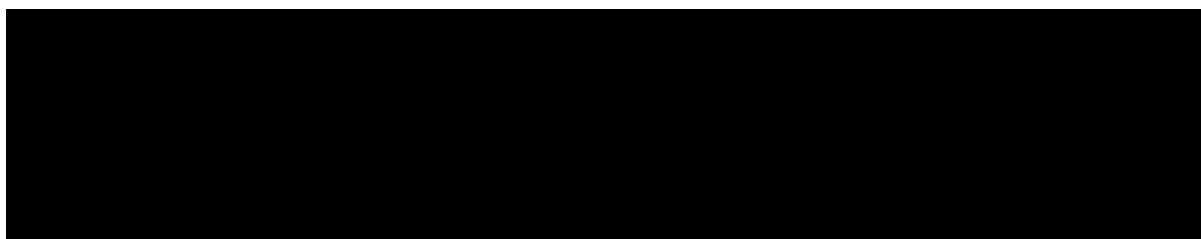
MCS and NAPIT/ NICEIC certified, RECC and HSE compliance



Ethical Sourcing

We use ethical companies and avoid suppliers that use forced labour

Our Office Team



Dr Jason Tisdall
CEO

Dr Trevor Larkum
CTO

Neil Atkinson
Business Development
Manager

Wendy Chalkley
Office Manager

Tanjent-Energy.com

Tanjent is a trading name of Fuel Included Limited, Company No.: 09162615, VAT No.: GB 193 6910 78



your solar benefits

Help the environment

- Create zero-carbon electricity
- Avoid transmission losses
- Reduce your carbon footprint

Save money

- Use the electricity you generate for free
- Sell your surplus to the grid

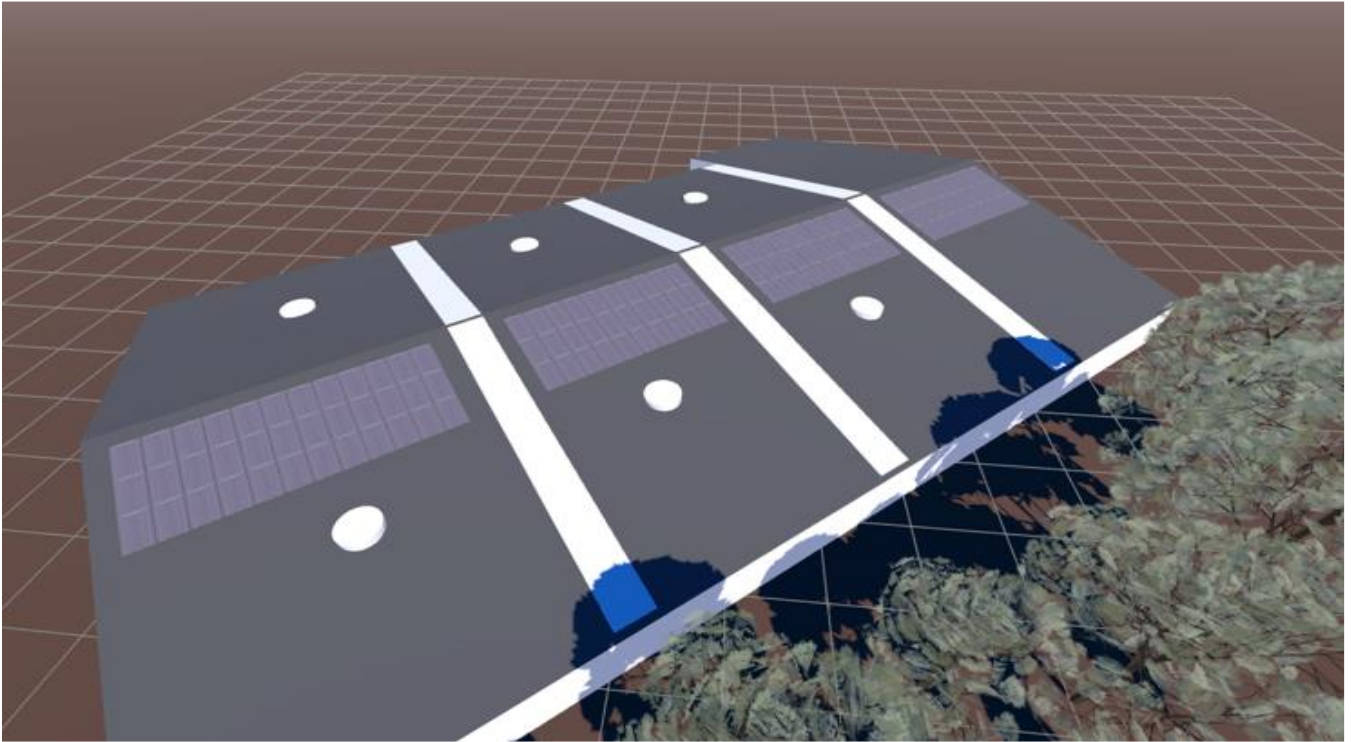
Your annual carbon and cash savings

Your annual carbon saving prediction*:	12,884 kg
Your annual electricity generation prediction**:	53,460 kWh
Estimated savings on your bill***:	£9,526.55
Estimated export income***:	£761.80
Total annual cash savings:	£10,288.35

*We take our reference data (estimated average UK grid intensity) as the 2022 average of 229 g/kWh from <http://electricityinfo.org/real-time-british-electricity-supply>, and update our calculations as the data is released.

**This system performance calculation has been undertaken using estimated values for array orientation, inclination or shading. Actual performance may be significantly lower or higher if the characteristics of the installed system vary from the estimated values.

***Using a unit electricity price of 22 p/kWh, an export price of 7.5 p/kWh, and a self-use value of 81%



Context

Tanjent have been approached by Letchworth Sports & Tennis Club to provide pricing for a Solar installation for a Retrofit site at Muddy Lane, Letchworth, Herts, SG6 3TB

This document outlines a proposal at current prices, and valid for 28 days.

This is based on the survey conducted on 12 Jun 2024.

Your Solar Proposal

Services

Design and Installation
Testing and Commissioning
Advance DNO Application

Site suitability survey
Delivery of all components to site
Registration for CLOUD data logging services

Core System

148x 445W Solar Panels
65.86 kWp of Panel Capacity

1x Solar/Hybrid Inverters
50 kW of New inverter capacity

Equipment Total	£35,754.19
Service Total	£21,687.60
Delivery Total	£373.10
Fully Installed cost (ex VAT)	£57,814.88
VAT at 20%	£11,562.98
Fully Installed cost (inc VAT)	£69,377.86

	Cost	VAT (20%)	Total
Fully Installed Cost	£57,814.88	£11,562.98	£69,377.86

Your Solar Action Plan

Action	Approximate Timescale		Fee Structure	
Site Survey: already completed			Survey fee	no charge
Agree final design	+1 week	11/02/2025	10.0% deposit**	£6,937.79
Permission to connect to grid	+6 weeks	25/03/2025		
Agree installation date	+1 week	01/04/2025	50.0% equipment***	£34,688.93
Install completion	+3 weeks	22/04/2025	30.0% install day****	£20,813.36
Final sign-off	+1 week	29/04/2025	10.0% balance**	£6,937.79

The timings given are approximate assuming you place your order today

*non-refundable once the survey has been carried out.

** your deposit is protected by an insurance backed warranty.

*** equipment shipped to customer title passes to you on delivery.

**** due on install day completion. The system install is complete except for bird netting and scaffold removal.

Detail: Delivery, Installation and Services (ex-VAT)

System Installation	£14555.06
Britmet Roof Extra Charge	£780.00
Scaffold Total	£3740.00
BirdGuard Installation	£1950.00
Britmet detailed design	£500.00
Tanjent Install DISCOUNT	-£3000.00
Distribution board installation	£227.50
DNO Application & commissioning (<50kW)	£260.00
8 Yard Skip hire (est. 5 days)	£429.00
Secure Container hire (est. 5 days)	£519.61
Fence Panel hire (est. 20m for 5 days)	£798.23
Hoist hire (est. 5 days)	£916.50
Delivery for principal equipment	£373.10

Detail Equipment List (ex-VAT)

Britmet solar roof hooks, fixings and spare tiles	£14799.08
Distribution Board	£1315.47
148x Trina Vertex S+ 445W N-Type Full Black Mono	£8673.39
SolarEdge Synergy 50kW 3ph Inverter - Fuses(30A),Manager,BasesandDC Switch...	£2931.47
Emlite EMP1 100A 3ph kWh gen meter	£100.65
296x Fastensol Rail Bolt	£138.53
2x IMO Stag 80A AC Isolator 4-pole	£140.14
75x SolarEdge S1000 Commercial Optimiser - Extended	£4395.30
10x MC4 6mm Connector Pair	£44.07
326x Fastensol Universal Clamp (for 30-46mm panels) - Black	£419.56
60x Fastensol Rubber Rail End Cap (Black)	£31.98
84x Fastensol Rail Splice	£170.35
99x Fastensol 3550mm Silver Rail	£2084.94
500M Reel 6mm2 Solar PV Cable	£503.10
Tanjent Set of MCS-compliant warning labels / stickers	£6.15

Pre-Install Actions and Checks

Current Status: NOT READY TO INSTALL

South East Roof: Pitch Roof, Slate - composite, Roofhook, load TBC (kg/m2)

The roof structure was not fully visible at survey. The client must arrange an independent structural survey to provide assurance that the roof is strong enough for the installation, otherwise it cannot proceed. Load capacity is not yet confirmed.

Roof is Britmet Slate 2000

Array frame earthing requirement assessed: NOT required. Risk assessment for lightning protection considered: a lightning risk assessment is NOT required.

Action UNASSIGNED: Advise client steps to resolve roof load questions.

EPS Level 0: No backup. In the event of a power cut your battery system will shut down safely

DNO application status Not yet considered

Advance DNO approval is required.

Action UNASSIGNED: Advance DNO approval is required.

Planning permission status

This work can be done under permitted development.

Action UNASSIGNED:

Overall Information and notes

About Your Proposal

System Designer: Neil Atkinson

Tanjent Contact: Neil Atkinson, m:07907 580 036, e:neil@tanjent-energy.com

Surveyor: Jason Tisdall

Quote validity (days): 28

Proposal Date: 04 Feb 2025

About Your Site

Important note about your roof: Your roof has been inspected visually internally and externally. However it is possible that some roof issues will only become apparent when work begins. In this event that a problem is revealed we shall pause work and discuss options with you as soon as possible.

Annual electricity consumption: kWh

Occupancy: Home all day

Total Existing Inverter size to be replaced: none

Customer Notes and Requirements: Hi Neil,

I have emailed you on the other info.

Planning permission: This work can be done under permitted development.

Planning Blog: <https://tanjent-energy.com/blog/planning-permission-for-solar-panels/>

Your Site Details

Mains incoming phase: 3 phase

Mains incoming fuse: unknown

DNO Advanced application: Your total site export capability exceeds 3.68 kW therefore a DNO application must be made in advance of the installation. Tanjent will handle this for you.

Your current DNO application status: Not yet considered

Total Existing Battery Inverter Size: none

Total Existing Solar Inverter size: none

Site Management

Skip hire: for estimated 5 days

Secure storage container: for estimated 5 days

Perimeter security fencing: 20m fencing for estimated 5 days

Panel hoist: for estimated 5 days

Location Summary

Your Solar System

Solar Location ID: South East Roof

Array type: Pitch Roof

Solar panels: 148 x (MW) Trina 445W Vertex S+ Dual Glass Mono (1762x1134X30 mm)

Inverter: 1 x Optimising Inverter - SolarEdge 3ph 50kW Three Phase Synergy

Peak solar capacity: 65.86 kWp

Estimated Annual Generation: 53460 kWh

Solar System Install details

Roof Structure status: The roof structure was not fully visible at survey. The client must arrange an independent structural survey to provide assurance that the roof is strong enough for the installation, otherwise it cannot proceed.

Panel pitch: 13 degrees

Panel orientation (from South): 40 degrees

Mounting System: Roofhook - Roofhooks go under tiles and attach to Rafters to give a solid mounting point without loading tiles or affecting waterproof properties of the roof.

Local surface finish: Slate - composite - Roof is Britmet Slate 2000

Solar Inverter Install location: Plant Room

DC Cable Path: DC cable to come down outside building and pass through disabled toilet.

Solar AC Cable Path: Direct to existing consumer unit via new consumer unit (with surge protection).

Solar Data/CT cable path: SolarEdge energy meter and CT clamps to be fitted on tails and connected by Ethernet to inverter.

Optimisers: 75

Optimiser locations: One Optimiser for every two panels

Shading Factor: 0.91 (calculated using 3D model)

Additional Roof Work

Scaffold Description: Two storey Working platform to gutter level - Single run

Scaffold team notes:

Bird control*: Wire mesh perimeter to be installed around panels

*Our bird control netting solutions come with a 5 year warranty

Tanjent Workmanship Warranty

- 1. We warrant to you that the installation will be carried out by appropriately qualified and trained personnel. They will use a level of reasonable care and skill as it is reasonable for you to expect. The Warranty Period for the Installation Services shall be two years from completion of the Installation Services.
- 2. If you make a valid claim about our service in accordance with our terms and conditions, we may arrange for the relevant products to be reinstalled by any of our registered or approved installers, or refund to the customer the charge for the relevant part of the Installation Service (or a proportionate part of such charge).
- 3. This Warranty will only apply: If the product has been installed by us and has been properly used and maintained throughout the Warranty Period. If you have informed us of the alleged defect within the Warranty Period and within a reasonable period of discovery.
- 4. You will promptly provide all information and support including access to site and services that are reasonably necessary to enable us to evaluate any alleged defect and to perform its obligations under this Warranty. You will ensure that all premises, plant, power, fuel support services and other inputs that you provide for the installation and use of the products are reasonable, are fit for purpose and will be properly used and provided.
- 5. Any dispute as to whether a defect is covered by this warranty shall be immediately referred at the request of either party to the RECC Assurance Scheme (RECC) Conciliation Service as detailed in 9.2 of the RECC Consumer Code.
- 6. Where we have installed a system in a property that is sold within the Warranty Period the Warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.
- 7. This Warranty is governed by English law and the English courts or by the law and the courts governing where your property is, if this is outside England or Wales.
- 8. Most products supplied by us come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the Products is notified to us by you in accordance with our Terms and Conditions, we will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product (or the part in question), or a refund of the price of the Product (or a proportionate part of the price).

Additional Costs

If additional work is required, we shall agree the scope in advance.
Our prices for additional work are as follows:

Full Day:	£480
Hourly Rate:	£60

Permission, Approvals and Considerations Required for Solar and Battery Installation

Planning Permission

Domestic Properties

To install solar on a domestic property, this generally falls under Permitted Development and no planning permission is required. However there are exceptions. For example if you have a listed building or have other specific limitations you may need planning permission. You should satisfy yourself that you have no such restrictions for your site:

planning permission; <https://www.planningportal.co.uk/permission/common-projects/solar-panels/planning-permission>

Commercial Properties

For pitched roofs, the rules are essentially the same as for domestic properties. However a couple of additional points that are not considered for domestic are worth noting:

- Not allowed if capacity exceeds 1 MW
- They need to know glare is not an issue

What this boils down to is a need for the developer to write to the LPA for prior approval (PA) which looks like this:

- Apply to the LPA for prior approval
- The LPA will put up a site notice and notify neighbours (consultation)
- They may ask for additional information

They will do one of:

- Notify that PA not needed
- Notify that PA is given
- Not respond - if they have not responded after 56 days then you can proceed anyway
- Refuse prior approval. You can then apply for planning permission

So the practical steps are to use the planning portal

- create an account – <https://www.planningportal.co.uk/>
- Apply online
- When online you step through a process. A useful tip is to see the upcoming questions in advance isto download the pdf forms here <https://www.planningportal.co.uk/app/downloadable-forms>

For the application

- Do a red line plan with buildings (Block or site plan) – shows where building is
- Roof plan showing where panels will go
- Do elevation if useful
- Diagram which proves no glare

Fee is £96 https://ecab.planningportal.co.uk/uploads/english_application_fees.pdf

You may want to use a planning consultant to help guide you through this process. If you prefer, we can help you with this process, for which we would charge consultancy fees available on request.

DNO Approval

Your Distribution Network Operator (DNO) needs to pre-approve any battery or solar generator that exceeds a 3.6kW rated capacity. Tanjent will handle this application for you at our quoted fee. You should note that the outcomes may be one of:

- Approval is granted
- Approval is granted but an export limit is required
- Approval is granted for a smaller system than proposed
- Additional work is required by the DNO to change the local network. This will be at your cost.

Tanjent Energy Terms and Conditions

1. TERMS AND CONDITIONS

1.1 These terms and conditions apply in relation to your purchase from Tanjent ("**Tanjent**") which is a trading name of Fuel Included Limited ("**Fuel Included**") of a Solar System ("**Solar System**") or Battery Storage System ("**Battery System**"), or a combined Solar and Battery Storage System ("**Combined Solar and Battery System**"), together with any additional components ("**Components**") such as car chargers or solar diverters, collectively called an Energy System ("**Energy System**").

1.2 You agree that these terms and conditions are a legally binding document between you and Tanjent.

2. ELIGIBILITY

2.1 By accepting these terms and conditions, you acknowledge that you fulfil all of the eligibility criteria to purchase an Energy System from Tanjent, including that:

- (a) you are the legal owner of the existing property on which the Energy System will be installed ("**Property**");
- (b) the Property is not listed on the National Heritage List for England (NHLE) and there are no other restrictions on the Property that would prohibit the installation of the Energy System; and
- (c) you comply with any other eligibility criteria notified to you by Tanjent, (together, the "Eligibility Criteria").

2.2 If Tanjent has accepted your application for an Energy System but it is subsequently found that you do not meet the Eligibility Criteria ("Non-Eligibility Event"), Tanjent may stop the installation of the Energy System and any money received from you in satisfaction of the Purchase Price (as defined in clause 4.3) shall be treated in accordance with clause 11. In addition, if, as a result of the Non-Eligibility Event, Tanjent has incurred any costs or losses, you agree to indemnify Tanjent for such costs or losses. In the case of a Non-Eligibility Event, Tanjent will not be obliged to complete the installation of the Energy System and may remove and/or retain any part of the Energy System already installed or delivered to the Property.

3. WHAT TANJENT WILL SUPPLY

3.1 Tanjent will arrange the installation of the Energy System at your Property in accordance with these terms and conditions.

4. SITE INSPECTION AND QUOTATION

4.1 Tanjent may arrange an initial site inspection of the Property ("Site Inspection") to be performed by its representative, subcontractor, employee and/or agent (each a "Representative" and together the "Representatives"), for the purposes of determining the suitability of the Property for the installation of the Energy System. You (or an authorised adult) must be present at the Property for this Site Inspection.

4.2 You agree to provide Tanjent and its Representatives (as applicable) with all information, assistance and consents reasonably requested by Tanjent to allow it to carry out the Site Inspection and provide you with a Quote (as defined in clause 4.3).

4.3 As soon as practicable after either the Site Inspection or, if no Site Inspection is required, your application for an Energy System, Tanjent will provide you with a quote ("Quote") detailing:

- (a) a description of the Energy System that will be installed at the Property; and
- (b) the purchase price of the Energy System, including any installation costs ("**Purchase Price**").

4.4 The Quote may be amended by Tanjent at any time by notice to you prior to your acceptance in accordance with clause 4.5. The Quote will be valid for 30 days from the date of issue to you.

4.5 If you wish to proceed with the purchase of the Energy System in accordance with the Quote, you must accept the Quote by notifying Tanjent and paying the deposit as detailed in the Quote or the email accompanying the quote.

4.6 Once you have notified your acceptance, Tanjent will send you Invoice(s) for any remaining payments according to the schedule outlined in the Quote email. You agree to pay the amount outstanding under any Invoice in accordance with the payment terms set out in clause 7.

4.7 Tanjent reserve the right to change the price after Quote acceptance in the event of changes to supply and install costs. Any such change will be communicated to you for agreement.

5. INSTALLATION

5.1 Once Tanjent has received your deposit in accordance with clause 4.5, Tanjent or its Representatives will arrange with you suitable time(s) for the installation of the Energy System (which, for the avoidance of doubt, shall include the supply and install of the Energy System. You (or an authorised adult) must be present at the Property at all times while Tanjent or its Representative is Installing the Energy System or performing work otherwise related to the Installation. Where Tanjent or its Representative attends the Property at an arranged time and is not able to gain entry, Tanjent may charge you for that attendance.

5.2 Where any consents and/or approvals are required to be obtained from regulatory bodies in respect of the Installation, Tanjent may elect to obtain such consents and/or approvals on your behalf at your cost or require you to obtain them directly. The parties agree to co-operate to obtain any such consents and/or approvals as soon as reasonably practicable.

5.3 Tanjent will endeavour to, but does not guarantee that it will, complete the Installation of the Energy System within a reasonable time frame following your acceptance of the Quote (subject to your availability).

5.4 Tanjent may charge you for any additional costs reasonably incurred, or any losses suffered, as a result of:

- (a) engaging in the process of obtaining regulatory consents and/or approvals referred to in clause 5.2, irrespective of whether such consents and/or approvals were successfully obtained;
- (b) your breach of one or more of the terms set out in clause 6.1; or
- (c) any delay or deferral in the Installation caused by you, (together the "**Additional Costs**").

5.5 Once the Installation of the Energy System has been completed:

- (a) Tanjent may send you an updated invoice including the Additional Costs incurred by Tanjent (if any). If this clause applies, references in these terms and conditions to the Final Invoice will refer to the updated invoice and any references to the Purchase Price will refer to the purchase price set out in the updated invoice including the Additional Costs.
- (b) You have a 14 day 'cooling off' period during which time you may cancel the contract without reason. If you do so, Tanjent will refund the Purchase Price less the cost of installing and uninstalling the Energy System and returning it to Tanjent.
- (c) You have a 30 day period during which time you may reject the Energy System if it is not of satisfactory quality or if the product was installed incorrectly (which would include no installation at all). In these circumstances Tanjent has a right to inspect the Energy System (as per clause 13.4a) and receive information about the fault (as per clause 13.4b).

6. ACCESS TO YOUR PROPERTY

6.1 During the times of work agreed with Tanjent and its Representatives for a Site Inspection and Installation, you agree to:

- (a) provide all reasonable and necessary access to the Property and provide all reasonable assistance to Tanjent, its Representatives and any other metering company, network company and/or any other third parties necessary to facilitate installation of the Energy System (including connection, testing and inspection of the Energy System and/or associated metering);
- (b) ensure that any dog or other animal that may make entry unsafe is secured to enable safe and easy access to the Property;
- (c) give Tanjent and its Representatives reasonable notice if you want to make any repairs or improvements to the Property following the Site Inspection that would interfere with the Installation (such as a roof repair where the Energy System is to be located);
- (d) turn off the energy at your Property if required by Tanjent or a Representative; and
- (e) advise Tanjent and its Representatives of any health and safety hazards or special safety measures and/or other requirements or issues relating to the Property that could be relevant to the Representative when they visit the Property. If, as a result of such notice or otherwise, Tanjent is of the view that the Site Inspection and/or Installation of the Energy System may give rise to health and safety issues, Tanjent may defer or delay the Site Inspection and/or Installation, and it will not be liable to you in relation to any such deferral or delay.

6.2 Any Representative requesting access to your premises will carry appropriate identification and present their identification to you on request. If they are unable or unwilling to show you their identification, you should not give them access and should contact Tanjent immediately to confirm the reasons for the visit.

7. PRICE AND PAYMENT

7.1 You agree to pay the Purchase Price to Tanjent in accordance with these terms and conditions.

7.2 You will pay the Deposit Invoice in accordance with any payment method notified to you by Tanjent, prior to the Installation being confirmed and scheduled.

7.2 You will pay the Final Invoice in accordance with any payment method notified to you by Tanjent, and in respect of the Invoice, within 14 days of the date of completion of the Installation or any other date specified in the Invoice.

8. WHAT IF YOU DON'T PAY

8.1 If you dispute the amount on your Invoice, or any part of it, you must still pay the undisputed portion of the Invoice in full by the due date. If you do not pay the undisputed portion of your invoice, and fail to contact Tanjent, Tanjent may charge interest on that unpaid portion in accordance with clause 8.2 below.

8.2 However, if you do not pay amounts due to Tanjent under the Invoice, Tanjent will charge interest at 2% per month until such time that the overdue amount is paid.

8.3 Where you fail to make any payment(s) due under the Invoice, notwithstanding all other remedies available to Tanjent, it reserves the right to enter the Property and take possession of the Energy System.

8.4 Any costs incurred in collecting money owing to Tanjent by you (including bank fees, credit agency fees and legal and court costs) or in exercising Tanjent's other legal rights are payable by you.

9. RISK AND TITLE

9.1 The Energy System will remain the property of Tanjent at all times until the Purchase Price has been paid in full to Tanjent. Until such time that the title to the Energy System passes to you, the Energy System may not be sold, rented, charged or otherwise transferred without our prior written consent.

9.2 Until the title to the Energy System passes to you, Tanjent will retain a purchase money security interest in the Energy System supplied by Tanjent and its proceeds, and may protect its security interest by registering a financing statement (or statements, as appropriate). You waive any right to receive a verification of any financing statement so registered by Tanjent.

9.3 The risk in the Energy System or any part of the Energy System will pass to you from the point of delivery to the Property. This means that you will be responsible for the Energy System on and from the time of delivery.

10. YOUR OBLIGATIONS

10.1 Until title to the Energy System has passed to you in accordance with clause 9.1, you agree to:

- (a) follow our instructions about the use of the Energy System, in particular, to commence use of the Energy System only once instructed to do so by Tanjent;
- (b) provide Tanjent and its Representatives immediate access to the Property at any time for safety or emergency reasons in respect of the Energy System;
- (c) not allow any third party to inspect, disconnect, repair, or make any physical contact with the Energy System unless authorised in advance by Tanjent;
- (d) not tamper or interfere with the Energy System generally except to the extent that action has to be taken to protect the health and safety of persons or to prevent damage to property; and
- (e) contact our customer services department if the Energy System (or any part of it) is lost, stolen or damaged.

10.2 If you breach one or more of the terms in clause 10.1 above and this results in costs or losses to Tanjent, Tanjent will have the right to charge you for such additional costs and/or losses.

11. STOPPING OR CANCELLING INSTALLATION

11.1 Without limiting clause 2.2, Tanjent reserves the right to stop the Installation for any reason including where Tanjent considers it uneconomic or unsafe to do so. Tanjent may exercise this right at any time.

11.2 If:

- (a) you decide to stop or cancel the Installation as a result of Tanjent's breach of these terms and conditions; or
- (b) Tanjent decides to stop or cancel the Installation otherwise than as set out in clause 11.4, Tanjent will refund to you, in full, any money received from you in satisfaction of the Purchase Price.

11.3 If you decide to stop or cancel the Installation, for any reason other than Tanjent's breach of these terms and conditions, Tanjent will refund to you any money received from you in satisfaction of the Purchase Price, less an amount equal to all costs reasonably incurred by Tanjent and its Representatives in satisfying its obligations under these terms and conditions.

11.4 If Tanjent decides to stop or cancel the Installation as a result of your breach of these terms and conditions, Tanjent may retain any money received from you in satisfaction of the Purchase Price.

12. HOW TANJENT WILL USE YOUR INFORMATION

12.1 Tanjent may ask you to provide it with some personal information which it may use for a number of purposes, including confirming your identity, credit checks and debt collection. Any personal information you give Tanjent will be kept secure and held in accordance with appropriate privacy legislation. A copy of Tanjent's privacy policy is available on its website.

12.2 You agree to authorise Tanjent to:

- (a) contact and/or provide information to third parties in order to confirm your identity;
- (b) check your credit status with credit reference agencies, and to provide to the agencies information about you for this purpose; and
- (c) request information from other relevant third parties, as required under our credit criteria.

13. WARRANTY

13.1 The Energy System is made up of components from other manufacturers ("Manufacturers"). Tanjent agrees that it will pass on to you any warranties provided by Manufacturers in respect of the Energy System ("Manufacturer Warranties").

13.2 In addition to the Manufacturer Warranties, to the extent that the Installation is carried out by Representatives who are Tanjent's subcontractors ("Installers"), Tanjent agrees that it will pass on to you the benefit of the warranties given to Tanjent by Installers ("Workmanship Warranties"), to the extent that Tanjent recovers any amounts under such Workmanship Warranties that is applicable to you. Other than paying you any such recovered amount(s), Tanjent makes no warranty to you in respect of the installation of the Energy System.

13.3 The Manufacturer Warranties and the Workmanship Warranty are valid for the term of the warranty and are in addition to other rights and remedies that you may have at law.

13.4 In order to make a claim under the Manufacturer Warranties, you can contact the Manufacturer directly or, if you wish, contact Tanjent in the first instance and Tanjent will liaise with the Manufacturer on your behalf. If you have a Workmanship Warranty claim, you will need to notify Tanjent of your claim in the first instance. Regardless of whether you have a Manufacturer Warranties claim or Workmanship Warranties claim ("Claim") you will be asked to confirm your Claim in writing, including proof of purchase of the Energy System. You must also provide:

- (a) a reasonable opportunity for the Manufacturer, Tanjent and/or its Representatives to inspect the Energy System and the Property if required; and
- (b) any further information reasonably requested by the Manufacturer, Tanjent and/or its Representatives in relation to your Claim.

13.5 With the exception of any Manufacturer Warranties claim that is made directly to the Manufacturer, Tanjent will confirm receipt of any Claim, promptly inspect the Energy System if required at the Property, and review any information accompanying the Claim (and may request further information from you in order to assess the Claim). Following this, in relation to the Manufacturer Warranties and the Workmanship Warranties, Tanjent will use reasonable endeavours to seek to recover your Claim from the relevant Third Party Manufacturer(s) or Installer(s). Tanjent will then advise you in writing of the outcome of the Claim as soon as possible. To the extent that Tanjent recovers any amount, it will then pass on to you such recovered amount (less Tanjent's costs of recovery).

13.6 Where a claim results in replacement hardware and Tanjent is involved in its installation then there may be an additional installation charge.

13.7 If, following an inspection of the Energy System and the Property by a Representative, Tanjent determines that your Claim did not arise from a manufacturing fault in the Energy System (in relation to the Manufacturer Warranties) or workmanship upon installation (in relation to the Workmanship Warranties), Tanjent reserves the right to charge you a reasonable fee (as notified to you in advance of the inspection) as compensation for any costs reasonably incurred by Tanjent in investigating your Claim.

13.8 Performance of the Energy System is subject to a number of variable factors including, but not limited to, the performance of any existing photovoltaic solar system and property energy consumption. Except to the extent required by law, Tanjent does not guarantee the performance of, and will accept no responsibility in the event that the performance of the Energy System is lower than anticipated.

13.9 You should not rely on the Energy System as backup for emergency medical equipment. That should have its own dedicated supply, as recommended by the medical equipment supplier.

14. WHAT IS TANJENT'S LIABILITY FOR LOSS OR DAMAGE?

14.1 Notwithstanding clause 13 and to the maximum extent permitted by law, Tanjent and its Representatives will not be liable to you (in contract, tort (including negligence) or otherwise) for any loss or damage you may suffer unless that loss or damage is direct loss of or damage to your physical property and it occurs due to Tanjent's (or its Representative's):

- (a) breach of these terms and conditions; or
- (b) negligence, and the loss or damage is:
- (c) reasonably foreseeable and is directly caused by Tanjent's (or its Representative's) breach or negligence; and
- (d) is not caused by something beyond Tanjent's (or its Representative's) control, but Tanjent will not be liable in any circumstance for any other loss or damage, including indirect or consequential losses, loss of profits or similar.

14.2 If Tanjent is liable to you, the maximum aggregate amount Tanjent and its Representatives will pay as compensation for your loss is the Purchase Price. Tanjent may elect (in its sole discretion) to replace the Energy System or any other damaged property or goods, up to the same maximum amount, instead of paying cash.

14.3 An event or cause beyond our control includes, but is not limited to: acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, earthquake, fire, lightning, storm, flood or other similar event, traffic accidents, problems arising because of health and safety hazards at the Property, and other things which Tanjent does not have control over.

14.4 Tanjent is not required to honour these terms and conditions in circumstances where an event has occurred which is beyond its control and which prevents Tanjent from doing the things it would normally do. Tanjent will carry on honouring its obligations as soon as it is reasonably practicable to do so.

14.5 Any rights you have under law are not affected by Tanjent's limitations of liability.

14.6 Tanjent's limitations of liability extend to its Representatives.

15. YOUR LIABILITY

15.1 You agree to indemnify Tanjent and its Representatives, in respect of all claims, demands, actions, suits, proceedings, damages, losses and expenses of any nature, arising out of or in connection with any breach of these terms and conditions by you. If you are liable to Tanjent under these terms and conditions, your liability will be capped at the Purchase Price.

16. CONTRACT ACCEPTANCE

I wish to accept this contract, and will return a copy of Pages 10 to 14 to Tanjent.

Signed