



Sunsynk Powerlynk X/XL Terms & Conditions

UGOTPOWER (PTY) LTD

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Comp Reg. 2019/410453/07



Terms and Conditions

1. Warranty:
 - a) The System comes with a standard 10-Year manufacturer warranty. In case of any malfunction or warranty claim during this period the unit will be fetched from the client and booked in with one of the Sunsynk repair centers for assessment. There will be a nominal fee charged to recover traveling costs.
2. Payment Terms:
 - a) 70% Deposit on Acceptance of Quotation, and Balance on Completion. COC charges can be paid once COC/Solar Test Report has been issued. All equipment remains the property of UGotPower (Pty) Ltd until paid in full.
3. Pricing is subject to availability and may change at any time.
4. The pricing quoted on this promotion is for a standard installation. A Standard installation is defined as the following:
 - a) The client must have a valid Electrical COC. If no COC is available a quotation will be issued to make the building compliant prior to installation.
 - b) The premises is within a 50km radius of the UGotPower (Pty) Ltd offices, situated at 635 Sterkfontein Avenue, Doornkloof-East, Pretoria.
 - c) The Installation area is within 10 meters of the Main distribution board.
 - d) No excavations, backfill or surface replacement is included.
 - e) If the installation area is a separate building to the main building where the Main distribution DB is situated there will be additional cost for trenching, etc.
 - f) Simple splitting of circuits between essential and non-essential circuits in the main DB is included. Any major splitting e.g. joined neutrals, etc. is not included.
 - g) The standard installation assumes there is enough space in the existing DB to install a supply and return single pole circuit breaker to be compliant. If not, there will be additional cost to add a surface mount distribution board next to the main DB.
 - h) Any SSEG Municipal grid application is the owner of the premises responsibility.



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- i) This system is intended to be used for small to medium households that are looking for an affordable yet reliable back-up solution with the option to have solar panels added to the system.
 - j) Good Wi-Fi reception is required at the location where the system will be installed to ensure reliable monitoring through the Sunsynk Connect app
5. Adding Solar panels:
The Powerlynk options with solar panels is based on the following conditions:
- a. Solar panel PV cable run not longer than 25meters.
 - b. Solar panels will be configured in one series string of either 4 or 6 solar panels. More panels can be added at an additional cost.
 - c. Pricing is based on a single roof orientation (North (preferred), East, or West).
 - d. Pricing is based on a cement-tile-roof or metal-roof with at least a pitch of 20°. Other roofs can be accommodated at an additional cost.
6. Prices are subject to a site visit beforehand if our engineering team deem it necessary.
7. Load calculations considered in the quoted values are derived from the following:
- a) Back-up power times of 6h/8h assumes that essential loads will use an average of up to 500W/hour.
 - b) Although it is possible for appliances such as a microwave, electrical kettle or a fridge to be used on the system, it is important to understand that the system cannot exceed 16A/20A or 3.6kW/5kW. Hence when these appliances are used it is important to ensure the rest of the loads are managed in such a way as to not exceed the maximum capacity of the system.



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8. After Sales Services:

For a period of 3 months, any call-out or technical support is free of charge unless the fault is not directly related to the work that has been done on site by UGotPower (Pty) Ltd. For the following 18 months a call-out fee might be charged to recover travel and time costs associated. All telephonic technical support is free of charge.

9. Information & Confidentiality

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