

Q2 SOLAR



Bonus Installation
Standard Installation Inclusions
Non-Standard Requirements
Frequently Asked Questions
Terms & Conditions



Bonus Standard Installation at No Additional Cost

At no Additional Charge (after paying the Postcode Calculator Cost) the Buyer of this Sale Item may receive a Standard Installation from a Clean Energy Council accredited and licensed Installer who is a member of Q2 Solar's National Referral Network of Licensed Installers.

For standard Installation a buyer will also receive Q2 Solar's Professional Design Service, other Q2 Solar Services and the Standard Solar Kit Items required, all at no Additional Charge.

The Standard Installation (and Standard Items) will be provided to You at no additional cost provided You are Eligible to receive STCs (Federal Government Solar Credits) from Installation of Your System, and assign the STCs to Q2 Solar.

This is a special offer that is only available for use with the System purchased through this Sale.

See below and the FAQs and Terms & Conditions for more details and other important information relating to the Bonus Installation.

Eligibility for Bonus Standard Installation

You must meet the following important requirements in order to be eligible for the Bonus Installation. You should check whether you meet these requirements before purchasing.

Requirements for Bonus Installation Eligibility:

- The owner of the Installation Site must be eligible to receive and assign the STCs arising from the System Installation to Q2 Solar. This means that, amongst other things:
 - o The owner of the Installation Site must be an Australian citizen or permanent resident aged 18 years or over.
 - o A solar PV system must not have previously been installed on the property.
- Any Non-Standard Requirements (see below) that make the property unsuitable for Installation must be rectified or addressed by You, prior to Installation.
- The System can only be installed as an on-grid System. Standalone/off-grid System Installations are not available as part of this Offer.

If You do not comply with these requirements, or otherwise aren't eligible to receive STCs You will not be eligible for the Bonus Installation and You may be liable for additional costs if you proceed. If You are not Eligible, You may still purchase & transfer the Bonus Installation Offer and the System purchased to an Eligible person.



Standard Installation Inclusions

Q2 Solar will provide the following Standard Items as included in a Standard Installation:

- Professional Design Service which includes:
 - A site assessment based on photographic information You provide or that is publicly available relating to Your Installation Site to confirm suitability for the System Installation and assist in identifying Non-Standard requirements
 - A draft design of the Solar System including the proposed placement of the solar panels on the roof of the Installation Site (the design will optimize the placement of the purchased panels on your roof and includes one revision to incorporate your feedback)
- Supply of mounting kit
- Sourcing an Installer and arranging Installation with the Installer.
- Assistance in applying for network connection with your electricity distributor
- Invoicing and Payment processing for any Extra Charges prior to the commencement of the Installation and associated payments to the Licensed Installer, and Third Party vendors, or Third Party licensed contractors
- Assistance with Your local electricity network distributor and retailer approval prior to Installation

The Licensed Installer will enter into an Installation Contract with You as required to comply with legal and regulatory requirements, and perform or provide:

- Installation Site Inspection (post-preliminary design work)
- Final System Design
- Supply and Installation of Standard Solar Kit (if not included in the solar products in the Auction)
- Installation of suitable mounting system
- Installation of the system according to Clean Energy Council guidelines and Australian Standards AS 4777, AS 5033 and AS 3000 Installation of Solar System
- Testing and commissioning of the System
- Provision of certificate of electrical safety (or equivalent)
- Customer instruction on System operation
- Installation Services Warranty: 6 years Structural Defects/2 Years other Defects

Note: Standard Installation includes the above Installer Services and only applies to Installations:

- Able to be completed on 1 day (ie 1 site visit only)
- On a single story building
- On standard roof materials of tile, tin, concrete or terracotta in a suitable unshaded location
- Without any splitting of the array



- With all panels facing in the same orientation, same pitch angle, and on the same roof area
- At a location in wind region A
- Where solar array will be located within 20 meters of the solar inverters
- Where the switchboard is available to connect to the solar system
- System User Manual (Clean Energy Council Installation Documents) including:
 - A short description of the function and operation of installed equipment
 - A list of PV panels and Inverter supplied with serial numbers
 - Solar Module Array Design (specifications and site plan)
 - Electrical System Connection Diagram
 - An Inverter System performance [energy output] estimate
 - A copy of the shutdown procedure and any electrical safety warnings
 - Maintenance procedures and timetable with safety warnings
 - Manufacturers warranties and Licensed Installer's workmanship warranties

Non-Standard Requirements

Installations can also require items or approvals, that are not included in the Standard Installation scope and Standard Items and result in additional costs to You. These vary depending on the Installation Site. The Professional Design Service will assist in identifying any Non-Standard Requirements and the Extra Charges that will apply to these, however the accuracy of these will depend on the accuracy of information you provide.

Occasionally Non-Standard Requirements will only be identified upon Site Inspection by the Licensed Installer, in which case You will be informed of any Extra Charges that will apply as soon as they can be ascertained.

Examples of items that are not included in the Standard Installation scope and Items that may result in Extra Charges include:

- More than one revision to your design#
- Installations that require multiple site visits*
- Supply and installation of tilt frames (required where roof pitch is less than 10 degrees)*
- Supply of more than 20 metres of electrical cable*
- Any metering or connection to the electricity grid and lodgement of application for grid connection of the Solar System with Your network provider*.
- Rectification of inadequate electrical supply or any other work that is required to bring the Installation Site up to the electrical standards required by law
- Supply installation or upgrade to switchboards, meter boards supply or installation of bi directional meters to record electricity output
- Installation on multi storey buildings (generally able to be performed on double story buildings except where there is a drop greater than 6m or where Installation is required close to the edge)
- Installation on step roofs (pitch greater than 30 degrees)
- Installation on Klip-Lok style roofs (Klip-lok is a Brand of corrugated steel roofing)
- Rectifying any damage to Your roof that may occur in the normal course of installation except that the Licensed Installer will replace any tiles damaged in the normal course of installation with Your replacement tiles if You can provide replacement tiles on the Installation Date.
- Rewiring for dedicated controlled loads
- Any trenching or excavation work or equipment or special access equipment (if required) such as boom lifts, cherry pickers, cranes or scaffolding
- Installation at remote sites (such as islands detached from the mainland or areas that a licenced installer may not service at standard rates) or properties with heritage listings.
- Solar Systems with panels that are shaded or in two or more different orientations will require upgrade to a more technically advanced inverter than the inverter included in the Auction or an additional inverter. #
- Installation in wind regions B, C, and D will require additional mounting components to comply with wind loading rules. # Examples of Cities in various wind regions include:



A: Sydney, Melbourne, Canberra, Hobart, Adelaide, Perth
B: Brisbane, Kununurra, Burketown, Collinsville
C: Broome, Darwin, Bundaberg
D: Croydon, Port Headland, Carnarvon

Please contact Q2 Solar on 1800 488 122 for more wind region information about other locations not listed above (this information can also be found in Australian Standards' Windload Map (AS-1170)).

* These items may be able to be provided or performed by the Licensed Installer but at additional cost

These items may be able to be sourced and arranged for You by Q2 Solar, but at additional cost.

Examples of Non-Standard Requirements that You would need to address or arrange, at Your own expense include the following:

- Ground Mount systems
- Stand-alone Solar Systems: These Sales include grid connected inverters. These inverters do not have the design capacity/capability required for off grid (aka stand-alone) systems.
- Installation on slate roofs, roofs containing asbestos or roofs that are structurally unsound or not large enough to accommodate the size and weight of the Solar System and mounting frames. It is Your responsibility to ensure that the roof is safe and suitable for Installation.
- Work required to remove or address any safety or access issue including investigating for suspected asbestos or asbestos removal
- Obtaining any approvals, consents or permits as may be required by local councils, planning authorities, body corporate (for strata buildings), property owner or other third party.

It is Your responsibility to determine whether any of the above apply to You and to address them. An installation will be unable to proceed if these requirements are not addressed in advance, also resulting in Extra Charges.

Examples of additional items and charges that may apply are below. These cover some of the more common additional items required however the actual charge to You will be dependent on Your Installation Site and System.

Note: Each state has different requirements regarding accreditations required to perform Meter and Grid Connection. Your Licensed Installer may be accredited to conduct this work, and able to perform it at an extra charge, or you may need to engage an electrician that is a Level 2 Category 4 accreditation (in NSW) or equivalent in other states. Accreditation of the Licensed Installer will be confirmed prior to Installation.

Where additional requirements apply to Your Installation Site the Installation may be delayed or You may need to engage qualified third parties at additional cost to perform additional work. In some circumstances the Installation may be unable to proceed.



If additional requirements may be relevant to Your Installation Site, You may wish to speak to a Q2 Solar Representative to discuss them before bidding, please call 1800 488 122

EXTRA ITEM (Reason)**	COST ESTIMATE FOR SYSTEM SIZE* - Up to (\$)						
	1.5 kW	2 kW	3 kW	4 kW	5 kW	6 kW	10 kW
Split Array - Per extra array (Your installation requires panels to be set out in separated panel groups)	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00
Extra Storey/s (Your building is 2 storeys or over)	\$110.00	\$115.00	\$130.00	\$145.00	\$160.00	\$175.00	\$235.00
Tilt Frames (Your roof is flat or under 10 degree pitch)	\$420.00	\$550.00	\$780.00	\$1,015.00	\$1,245.00	\$1,575.00	\$2,545.00
Meter & Grid Connection (NSW) (NSW requires a contractor to grid-connect)	\$495.00	\$495.00	\$495.00	\$495.00	\$495.00	\$495.00	\$495.00
Victorian Inspection Certificate (VIC) (VIC requires sign-off & submission of an Inspection Certificate by a Licenced Electrical Inspector)	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00
Prior Installation Charge (Your property has previously had a solar pv system installed under a federal incentive scheme & therefore is not eligible for bonus STC's)	Any kW:						
	Zone 1 -		37 STC's		Zone 3 -		31 STC's
	Zone 2 -		35 STC's		Zone 4 -		27 STC's
	Quantity of STC's payable for Q2 Solar STC value at time of invoicing.						
*Cost Estimates are estimates only & are subject to change. All prices are inclusive of GST.							
**Reasons shown have been simplified in explanation & may be guided by more detailed parameters in application.							

INSTALLER ENQUIRIES

Accredited, Licensed & experienced installers may apply to join the Q2 Solar National Referral Network. of Licensed Installers. Email expressions of interest to installers@q2solar.com.au

Speak to a Q2 Solar Specialist – 1800 488 122

FREQUENTLY ASKED QUESTIONS

Relating to Online Solar Sales for Solar Products including a Bonus Installation

Basic Solar System Information

- Is my roof suitable for solar panel installation?
- How big are solar panels?
- How much money can I save with solar power?

Payment and Delivery

- If I purchase a System online what is the total amount I will pay?
- What are the Postcode Calculator Costs?
- Can I pick up the System?

Bonus Installation

- What is the Bonus Installation?
- How do I know if I am Eligible for the Bonus Installation?
- Why do I assign the STCs to Q2 Solar?
- What are STCs?
- What do I pay if I want to keep the STCs or am not eligible for STCs?
- What if the STC Value changes?
- Can I take delivery of the System without a Bonus Installation?
- What do I pay the Licensed Installer?

Standard Inclusions and Exclusions

- What is included in the Standard Items and Standard Installation?
- When would Extra Charges apply and what are Non-Standard Requirements?
- How much can I expect the Extra Charges to be?
- What are Grid Connection Costs?

Next Steps

- What happens next if I purchase a 'Buy Now' Sale Item?
- How do I arrange Installation?
- How long will it take until my System can be delivered or Installed?
- Can I store the System until I am ready for delivery or Installation?

Transferring the Bonus Installation or modifying the System

- Can I buy the System for a property owned by someone else and can they take up the Bonus Installation?
- What if I buy the System and my property isn't suitable for Installation?
- What if I need a different System from the ones I purchased?

About Us

- Who is Q2 Solar?
- Who is the Vendor of this Sale?
- What is the relationship between Q2 Solar and the Licensed Installer?
- Who will be the Licensed Installer?

Definitions of Terms used in FAQs

Basic Solar System Information

Is my roof suitable for solar panel installation?

Installation requires a structurally sound roof, and the installation cost can be impacted by a number of factors such as:

- Height: Standard Installation applies to single storey buildings only, installations on 2 storey or high roof warehouse / sheds can usually be performed at an Extra Charge
- Roof materials: tile (concrete or terracotta) and tin (colourbond) are considered Standard. Any other roof types, including Clip lock are non-Standard.
 - Other Considerations for Tin: The number of battens or purlins will affect how many rows of panels can be installed on each section of roof
- Shade: there must be a suitable unshaded location.
- Area, orientation and shape: A Standard Installation excludes splitting of the array. This means all panels must be able to be installed
 - on one continuous roof area (excluding a 10% margin on all sides);
 - facing in the same orientation;
 - on the same pitch angle
- Wind rating: Standard Installations apply to locations within wind region A only.

Falling outside these conditions simply means there may be some Extra Charges that apply to You or that you may require more technologically advanced equipment. See Standard Inclusions and Exclusions for more information and additional requirements that may be relevant to You.

How big are Solar Panels?

Solar PV panels come in a variety of sizes depending on the manufacturer and model. Please see the data sheet provided in the Sale for the dimensions of the panels you are buying.

As an example, CETC monocrystalline 190 Watt and 195 Watt PV solar panels are 1580mm X 808mm each, therefore they require a rectangular roof area of the following size. There must be a 20mm space between adjacent panels.

- 5kw system - 27 Panels: 34 m² (Approx.)
- 4kw system - 21 Panels: 26 m² (Approx.)
- 3kw system - 16 Panels: 20 m² (Approx.)

How much money can I save with solar power?

It is important to understand that the Systems offered these Sales cannot store power eg. they are not Off-Grid Systems and they cannot be used during the night or blackouts. Any electricity that you don't use during daylight hours will flow out to the grid for other users. Depending on which State you live in, You will be offered different rates for the electricity that Your System produces for the grid (called feed-in tariffs). Please contact your electricity provider to find out if a Feed-In Tariff is available to you. You will not necessarily be paid for electricity you provide the grid at the same rate you currently buy it at.

How much money you can save depends on a lot of factors

- What is your average electricity usage?
- What time of day do You use your energy most?
- What size System you install
- What are the energy prices that You pay?
- What are the feed-in tariffs that Your State offers?

You are required to install a meter for your System. The meter is provided by your electricity distributor. The distributor may require you to upgrade existing meters and switches to comply with current rules and regulations. This may include upgrading analogue meters to digital meters, which will change the tariffs (rates) you are charged for electricity that you consume. Please contact your retailer to find out if your electricity prices will change as a result of installing Solar Power.

The output of a solar PV system depends on its size. The table below from CEC shows the average daily production of some common grid-connected systems throughout Australia.

Average Daily Production					
City	1 kW system	1.5 kW system	2.0 kW system	3.0 kW system	4.0 kW system
Adelaide	4.2 kWh	6.3 kWh	8.4 kWh	12.6 kWh	16.8 kWh
Alice Springs	5.0 kWh	7.5 kWh	10.0 kWh	15.0 kWh	20.0 kWh
Brisbane	4.2 kWh	6.3 kWh	8.4 kWh	12.6 kWh	16.8 kWh
Cairns	4.2 kWh	6.3 kWh	8.4 kWh	12.6 kWh	16.8 kWh
Canberra	4.3 kWh	6.45 kWh	8.6 kWh	12.9 kWh	17.2 kWh
Darwin	4.4 kWh	6.6 kWh	8.8 kWh	13.2 kWh	17.6 kWh
Hobart	3.5 kWh	5.25 kWh	7.0 kWh	10.5 kWh	14.0 kWh
Melbourne	3.6 kWh	5.4 kWh	7.2 kWh	10.8 kWh	14.4 kWh
Perth	4.4 kWh	6.6 kWh	8.8 kWh	13.2 kWh	17.6 kWh
Sydney	3.9 kWh	5.85 kWh	7.8 kWh	11.7 kWh	15.6 kWh

Data Source: PV---GC spread sheet based on the CEC GC Design Guidelines

The rated output is that achieved in perfect laboratory conditions. The CEC design summary software takes these ratings into account when predicting average for any given system.

<http://www.cleanenergycouncil.org.au/resourcecentre/Consumer-Info/solarPV-guide.html>

A typical Australian house consumes around 18 kilowatt hours (kWh) per day so a 1-2kW system displaces an average of 25-40% of your average electricity bill. Solar panels produce more energy in summer than they do in winter.

Payment and Delivery

If I purchase a Solar System through GraysOnline what is the total amount I will pay?

GraysOnline.com will render an invoice to You if You purchase a Buy Now item. The total amount You will be required to pay will be:

- The Buy Now Price (incl. GST)
- The Postcode Calculator Cost (incl GST)
(This differs by System size and Your postcode. The Postcode Calculator Cost will be displayed on the GraysOnline Invoice. Please note that if the Calculator generates a \$0 result this may be caused by an incompatibility with your web browser. If you generate a \$0 result please phone Q2 Solar on 1800 488 122 for confirmation of Your Postcode Calculator Costs before purchasing)

These costs combined are referred to as the **Standard Cost Amount**

Note: Extra Charges may apply if You have Non-Standard Requirements.

What are the Postcode Calculator Costs?

The Postcode Calculator Costs are determined by using the online Postcode Calculator & inserting the 4 digit post code of your intended installation address. You can use this Calculator to estimate Your Postcode Calculator Costs. The Postcode Calculator Costs can include the following items:

- Costs associated with arranging and managing the Sale.
- Customer Service for pre and post purchase inquiries.
- Insurance of all System Components during all stages of freight to You.
- Delivery Costs
- Freight Costs associated with sourcing and collecting the various solar products from Australian and international suppliers and vendors and delivering them.
- Handling Costs, including packaging and fulfilment.
- Storage Costs (Note: Storage is available in the event You wish to purchase the System now and delay Delivery or Installation. The first 12 weeks of storage are free of charge for Buyers).

Can I pick up the System?

Pick up is not available as solar products are bulky and fragile and System Components are in many cases supplied by different Australian and international suppliers and vendors.

Bonus Installation

What is the Bonus Installation?

Buyers may be eligible for a Bonus Installation, which means that for no additional charge the Buyer will receive:

- Standard Items: These include Professional Design Services: a site assessment and draft design will be prepared by Q2 Solar's design & engineering team. The design will optimise the layout of Your purchased System on Your roof. The design process includes one round of revisions to address Your feedback; and
- Standard Installation of the System, to be performed by a Licensed Installer who participates in the Q2 Solar National Installation Network Program.

See **What is included in the Standard Items and Standard installation?** for more information.

If You have Non-Standard Requirements (see below) You can still receive the Bonus Installation, and the Standard Items and Standard Installation will be provided at no additional charge, however Extra Charges will apply for Non-Standard Requirements.

How do I know if I am Eligible for the Bonus Installation?

You must meet the following important requirements in order to be eligible for the Bonus Installation. You should check whether you meet these requirements before purchasing.

- The owner of the Installation Site must be eligible to receive and assign the STCs arising from the System Installation to Q2 Solar. This means that, amongst other things:
 - The owner of the Installation Site must be an Australian citizen or permanent resident aged 18 years or over.
 - A solar PV system must not have previously been installed on the property.
- Any Non-Standard Requirements (see below) that make the property unsuitable for Installation must be rectified or addressed by You, prior to Installation.
- The System can only be installed as an on-grid System. Standalone/off-grid System Installations are not available.

The Bonus Installation is only available for use with the System purchased in this Sale and for Installation of that System by an Installer who a member of the Q2 Solar National Referral Network of Licensed Installers, as referred to You by Q2 Solar.

Why do I assign the STCs to Q2 Solar?

At no additional charge (no charge above the Standard Cost Amount) You can receive the Standard Items including the the Professional Design Service and other Q2 Solar Services as described in these FAQs and the Terms. At no additional charge, Q2 Solar will also pay for a Standard Installation to be performed by the Licensed Installer. These benefits are provided to You at no additional charge in exchange for assignment of the relevant STCs that arising from System Installation to Q2 Solar. You receive an upfront discount on these Services equal to the STC Value in return for committing to assign the STCs to Q2 Solar. At the time of purchase the STC Value covers the costs of these item and services.

What are STCs?

STCs are government issued solar credits known as Small-scale Technology Certificates (defined in the Renewable Energy (Electricity) Act 2000). The government offers STCs as a financial incentive for purchasing and installing an eligible solar panel system. STCs were previously called renewable energy certificates (RECs) and can be assigned to a registered agent for an upfront discount or rebate; in this case STCs are to be assigned to Q2 Solar in exchange for the Bonus Installation. You may be entitled to receive STCs as a result of the Installation of the System however no warranties or guarantees are made by Q2 Solar or anyone else that You will receive STCs or as to the value of the STCs.

What do I pay if I want to keep the STCs or am not eligible for STCs?

If you don't assign the STCs to Q2 Solar, or are not eligible to receive STCs but take up any part of the Bonus Installation (the Standard Items or the Standard Installation by the Licensed Installer) You will be required to pay for the relevant items and services.

The total amount payable for these items and services is called the STC Value and is the value of the STCs that Your System would be eligible for if You met the Eligibility requirements. This amount is calculated at the date of Completion as it may vary depending on the market price of the STCs and the federal government multiplier that applies to the STCs.

What if the STC Value changes?

If the market rate at which Q2 Solar trades STCs drops between the date of purchase and the date You provide the executed Assignment Form to the Licensed Installer, You will still receive the Standard Items and Standard Installation at no additional charge provided that the drop does not exceed 10%.

If the drop is more than 10% (between the date of purchase and the date You provide the executed Assignment Form to the Licensed Installer) Q2 Solar reserves the right to charge You an Extra Charge in respect of the variance.

If the Federal government determined multiplier that applies to the STCs at the time of assignment is less than 2x, You will still receive a discount equal to the STC Value at the date of assignment, based on the applicable multiplier, however an Extra Charge will apply to reflect the reduced value of the STC assignment to Q2 Solar.

Can I take delivery of the System without a Bonus Installation?

Yes, you can have the System delivered to You without implementing the Bonus Installation but You will only receive the System you have purchased (such as PV panels and the Inverter) as specified in the Sale. These are not a complete System. You will also not receive the Professional Design Service or other design assistance and will need to pay for and organise your own installation, lodge the relevant applications for grid connection, etc. yourself and You will need to purchase any additional items you require (such as mounting kits) to complete your Installation. You will also still be required to pay the Postcode Calculator Cost.

What do I pay the Licensed Installer?

Q2 Solar will handle invoicing and payments processing on behalf of the nominated Licensed Installer. If You require a Standard Installation You will not need to pay any amounts to the Licensed Installer and Your Standard Installation will be at no additional charge.

If you have Non-Standard Requirements, or for example if You require items that are not included in the Standard Installation, depending on whether the item can be identified during the Professional Design Services and sourced by Q2 Solar or provided by the Installer, Q2 Solar will invoice you for any Extra Charges for these items prior to Installation.

If Non-Standard Requirements are identified during the Installation by the Licensed Installer, the Installer will discuss with you any Extra Charges and may invoice and accept payment from you directly. Q2 Solar will not invoice you for any Non-Standard Requirements that are discovered once the Installation has begun if the installer invoices for these items directly.

Standard Inclusions and Exclusions

What is included in the Standard Items and Standard Installation?

The Standard Items that are available at no additional charge are as follows:

- Q2 Solar will provide:
 - The Professional Design Service which includes:
 - A site assessment based on photographic information You provide or that is publicly available relating to Your Installation Site to confirm suitability for the System Installation and assist in identifying Non-Standard requirements
 - A draft design of the System including the proposed placement of the solar panels on the roof of the Installation Site (the design will optimize the placement of the purchased panels on your roof and include one revision to incorporate your feedback)
 - Supply of mounting kit
 - Referral to a nominated Licensed Installer and booking assistance
 - Assistance in applying for network connection with your electricity distributor
 - Invoicing and Payment processing for any Extra Charges identified through the Professional Design Services and associated payments to the Licensed Installer, and Third Party vendors, or potentially Third Party licensed contractors
 - Assistance with Your local electricity network distributor and retailer approval prior to Installation
- The Licensed Installer will enter into an Installation Contract with You as required to comply with legal and regulatory requirements, and perform or provide:
 - Installation Site Inspection (post-preliminary design work)
 - Final System Design
 - Supply and Installation of Standard Solar Kit items other than the mounting kit
 - Installation of suitable mounting system
 - Installation of the system according to Clean Energy Council guidelines and Australian Standards AS 4777, AS 5033 and AS 3000
 - Installation of System
 - Testing and commissioning of the System
 - Provision of certificate of electrical safety (or equivalent)
 - Customer instruction on System operation
 - Installation Services Warranty 6 years Structural Defects/2 Years other Defects

- Note: The Standard Installation scope includes the above installer services and applies to Installation
 - Able to be completed on 1 day (ie 1 site visit only)
 - On a single story building
 - On standard roof materials of tile, tin, concrete or terracotta in a suitable unshaded location
 - Without any splitting of the array (chimneys, whirlybirds or other roof structures may result in splitting of the array); and
 - With all panels facing in the same orientation, same pitch angle, and on the same roof area
 - At a location in wind region A.
- System User Manual (Clean Energy Council Installation Documents)
 - A short description of the function and operation of installed equipment
 - A list of PV panels and Inverter supplied with serial numbers
 - Solar Module Array Design (specifications and site plan)
 - Electrical System Connection Diagram
 - An Inverter System performance [energy output] estimate
 - A copy of the shutdown procedure and any electrical safety warnings
 - Maintenance procedures and timetable with safety warnings
 - Manufacturers warranties and Licensed Installer's workmanship warranties

When would Extra Charges apply and what are Non-Standard Requirements?

Installations can also require items or approvals, that are not included in the Standard Items and Standard Installation scope and result in additional costs to You. These vary depending on the Installation Site. The Professional Design Service will assist in identifying any Non-Standard Requirements and the Extra Charges that will apply to these, however the accuracy of these will depend on the accuracy of information you provide.

Occasionally Non-Standard Requirements will only be identified upon Site Inspection by the Licensed Installer, in which case You will be informed of any Extra Charges that will apply as soon as they can be ascertained.

Examples of items that are not included in the Standard Installation Items and Standard Installation scope and may result in Extra Charges include:

- More than one revision to your design #
- Installations that require multiple site visits*
- Supply and installation of tilt frames (required where roof pitch is less than 10 degrees)*
- Supply of more than 20 metres of electrical cable*
- Any metering or connection to the electricity grid and lodgement of application for grid connection of the System with Your network provider*.
- Rectification of inadequate electrical supply or any other work that is required to bring the Installation Site up to the electrical standards required by law
- Supply installation or upgrade to switchboards, meter boards supply or installation of bi directional meters to record electricity output
- Installation on multi storey buildings (generally able to be performed on double story buildings except where there is a drop greater than 6m or where Installation is required close to the edge)*
- Installation on step roofs (pitch greater than 30 degrees)*
- Installation on Klip-Lok style roof (Klip-lok is a Brand of corrugated steel roofing) #
- Rectifying any damage to Your roof that may occur in the normal course of installation except that the Licensed Installer will replace any tiles damaged in the normal course of installation with Your replacement tiles if You can provide replacement tiles on the Installation Date.
- Rewiring for dedicated controlled loads
- Any trenching or excavation work or equipment or special access equipment (if required) such as boom lifts, cherry pickers, cranes or scaffolding
- Installation at remote sites (such as islands detached from the mainland) or areas where a Licensed Installer is not available at Q2 Solar standard rates.
- Systems with panels that are shaded or in two or more different orientations will require upgrade to a more technically advanced inverter than the inverter included in the Sale or an additional inverter. #
- Installation in wind regions B, C, and D will require additional mounting components to comply with wind loading rules. # Examples of Cities in various wind regions include:

A: Sydney, Melbourne, Canberra, Hobart, Adelaide, Perth

B: Brisbane, Kununurra, Burketown, Collinsville

C: Broome, Darwin, Bundaberg

D: Croydon, Port Headland, Carnarvon

Please contact Q2 Solar at 1800 488 122 for more wind region information about other locations not listed above (this information can also be found in Australian Standards' Windload Map (AS-1170)).

* These items may be able to be provided or performed by the Licensed Installer but at additional cost

These items may be able to be sourced and arranged for You by Q2 Solar, but at additional cost.

Examples of Non-Standard Requirements that You would need to address or arrange, at Your own expense include the following.

- Ground Mount systems
- Stand-alone Systems: These Sales include grid connected inverters and do not have the design capacity/capability required for off grid (aka stand-alone) systems.
- Installation on slate roofs, roofs containing asbestos or roofs that are structurally unsound or not large enough to accommodate the size and weight of the System and mounting frames. It is Your responsibility to ensure that the roof is safe and suitable for Installation.
- Work required to remove or address any safety or access issue at the Installation Site including investigating for suspected asbestos or asbestos removal
- Obtaining any approvals, consents or permits as may be required by local councils, planning authorities, body corporate (for strata buildings), property owner or other third party.
- Installation on heritage buildings

It is Your responsibility to determine whether any of the above apply to You and to address them. An installation will be unable to proceed if these requirements are not addressed in advance, also resulting in Extra Charges.

How much can I expect the Extra Charges to be?

Examples of additional items that may be required and indicative costs that may apply are below. These cover some of the more common additional items required however the actual cost to You will be dependent on Your Installation Site and System.

EXTRA ITEM (Reason)**	COST ESTIMATE FOR SYSTEM SIZE* - Up to (\$)						
	1.5 kW	2 kW	3 kW	4 kW	5 kW	6 kW	10 kW
Split Array - Per extra array (Your installation requires panels to be set out in separated panel groups)	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00
Extra Storey/s (Your building is 2 storeys or over)	\$110.00	\$115.00	\$130.00	\$145.00	\$160.00	\$175.00	\$235.00
Tilt Frames (Your roof is flat or under 10 degree pitch)	\$420.00	\$550.00	\$780.00	\$1,015.00	\$1,245.00	\$1,575.00	\$2,545.00
Meter & Grid Connection (NSW) (NSW requires a contractor to grid-connect)	\$495.00	\$495.00	\$495.00	\$495.00	\$495.00	\$495.00	\$495.00
Victorian Inspection Certificate (VIC) (VIC requires sign-off & submission of an Inspection Certificate by a Licenced Electrical Inspector)	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00
Prior Installation Charge (Your property has previously had a solar pv system installed under a federal incentive scheme & therefore is not eligible for bonus STC's)	Any kW:						
	Zone 1 -		37 STC's		Zone 3 -		31 STC's
	Zone 2 -		35 STC's		Zone 4 -		27 STC's
	Quantity of STC's payable for Q2 Solar STC value at time of invoicing.						
*Cost Estimates are estimates only & are subject to change. All prices are inclusive of GST.							
**Reasons shown have been simplified in explanation & may be guided by more detailed parameters in application.							

What are Grid Connection Costs?

You will need to pay for the Installed System to be connected to the grid (if applicable) and any work required to Your switchboard in order for the System to be connected to the grid.

This work might include electricity meter up-grading or the addition of extra electricity meters to Your switchboard to enable metering for gross or net feed-in tariffs as supplied by Your network provider.

These items are not included in the Standard Items and Standard Installation scope as they differ by property. They may be able to be performed by Your Licensed Installer or may require the services of a licensed third party, depending on Your State. If the Licensed Installer is unable to perform this work You will need to arrange a qualified person to complete this on your behalf.

Meter connection in all states (excluding NSW) is implemented by the respective energy providers. In NSW this must be done privately and at additional cost. If Your property is located in NSW Q2 Solar can refer you to a licensed contractor to complete the meter connection.

Next Steps

What happens next if I purchase a 'Buy Now' Sale Item?

You will receive an email from Q2 Solar explaining what information is required from you in order to provide the Professional Design Service. This information includes copies of Your electricity bill, photos of Your roof, and other information about Your Installation Site.

Once Q2 Solar receives your photos and information a representative will review all Your available details and discuss options with you. A member of Q2 Solar's design & engineering team will prepare the draft design of the System based on Your location, roof space and the products You have purchased.

Q2 Solar will then introduce you to a Licensed Installer in Your local area.

How do I arrange Installation?

After completion of the Professional Design Service, Q2 Solar will refer You to a local Licensed Installer that can perform your Installation and Q2 Solar will work with You and the Licensed Installer to schedule a preferred date for Installation.

Q2 Solar will then freight the System to the Licensed Installer or directly to your property ready for the Installation Date. The Licensed Installer will then install your System on the scheduled date (subject to outside influences and weather). The Licensed Installer can also arrange and install your new meter for solar grid-connection (if required) for an Extra Cost - this is generally NOT the same day as installation of the System.

How long will it take until my System can be Delivered or Installed?

You will need to provide the required information to enable Q2 Solar to provide the Professional Design Service. Once this is complete, Installation can usually be arranged within 30 days, however due to high demand for Installations and impeding weather conditions Installation times are currently longer.

All timeframes are estimates and dependent on factors such as

- The installation site location and the availability of the freight company, Licensed Installer and product suppliers.
- The Buyer providing required information and completing its responsibilities (such as payment and provision of required Installation Site information) in a timely manner.
- Obtaining required approvals from Your electricity distributor.
- Any unique requirements relating to the Installation Site.
- Other factors including weather.

A storage option is available if You wish to buy now and install or deliver at a later date (see below).

Can I store the System I have purchased until I am ready for delivery or Installation?

Yes, you can store the System You have purchased until a future delivery date. You will be asked to sign a simple Storage Contract. The first 12 weeks of storage are free of charge and for storage needed after 12 weeks the cost is \$25.00 per standard pallet per week. Most of the systems sold in these Sales fit on 1-2 standard pallets depending on System size.

Transferring the Bonus Installation or modifying the System

Can I buy a System for a property owned by someone else and can they take up the Bonus Installation?

You can buy as many Systems as you like and the System You purchase can be delivered to or Installed at a property owned by someone else. The GraysOnline registered buyer will however be responsible for payment of the Standard Cost Amount.

The registered Buyer will need to provide to Q2 Solar within 5 days of Sale Item purchase:

- Details of the delivery or Installation address, if different from the Buyer's registration details, and
- Details of the owner of the Installation Site, if this is not the Buyer

The owner of the Installation Site will need to agree to relevant terms and conditions to take up the Bonus Installation or to arrange delivery, and Extra Charges may apply if their postcode and requirements are different from the original Buyer.

What if I buy a System and my property isn't suitable for Installation?

You are encouraged to contact Q2 Solar to discuss Your solar requirements before purchasing. In the case that a person has a non-suitable Installation Site or has made an incorrect product choice, Q2 Solar is happy to make recommendation to GraysOnline.com for a full refund (minus costs incurred). Ability to cancel a purchase will however depend on the cancellation policy of GraysOnline.com through which You have purchased the Sale Item (refer to GraysOnline.com terms & conditions).

Alternatively, You can transfer the Bonus Installation to another person. The owner of the new Installation Site will need to agree to relevant terms and conditions to take up the Bonus Installation or to arrange delivery, and Extra Charges may apply if their postcode and requirements are different from the original Buyer.

What if I need a different System from the one I purchased?

Small upgrade modifications such as the addition of extra panels may be able to be arranged by Q2 Solar for an Extra Charge subject to availability of the additional products. You are encouraged to contact Q2 Solar to discuss Your Solar requirements before purchasing. Q2 Solar, the GraysOnline.com and the product Vendors are not obligated to refund or offer exchanges or upgrades.

About Us

Who is Q2 Solar?

Q2 Solar is an innovative Australian Solar & Renewable Energy Company that has partnered with Australia's most popular online stores to offer a range of solar product packages & installation services suitable for domestic & commercial application and available for installation Australia-wide.

The Sales offer:

- A retail stock clearance space for Australian & international solar manufacturers/suppliers
- Discounted Solar products online & direct to the public
- Buyers can save by buying products directly from the product Vendors
- Access to a network of Accredited and Licensed Solar Installers Nationwide

Q2 Solar also provides

- Sourcing of renewable energy products including PV Solar Systems for Sale online
- An experienced customer service team to respond to buyer inquiries relating to the Sales
- Delivery and freight insurance for the System purchased using the shipping provider listed in the Sale.

In regards to the Bonus Installation, Q2 Solar

- provides the Professional Design Service through Q2 Solar' design & engineering team of specialized Solar PV Engineers
- refers Buyers to Licensed Installers who will perform the Installation
- pays for the Licensed Installer to perform the Standard Installation
- provides a single point of contact in respect of Extra Charges that may apply.

Who is the Vendor of this Sale?

All products (such as solar panels and inverters) that are part of the Sale are supplied by third party vendors such as importers or distributors of the products and not by Q2 Solar.

The products are supplied to You by the importer or distributor in accordance with the applicable terms and conditions of GraysOnline.com and the Sale, including the Special Terms and Conditions.

What is the relationship between Q2 Solar and the Licensed Installer?

Q2 Solar will refer You to a Licensed Installer who participates in the Q2 Solar National Installer Network Program. The Licensed Installer will be an independent contractor who is licensed and qualified to perform solar PV installations in Your State. The Licensed Installer will enter into an Installation Contract with You, approve the Final Design and perform the Installation. Q2 Solar is not the party who will perform the Installation.

Who will be the Licensed Installer?

The Licensed Installer can only be confirmed after the Sale, as different Installers are licensed in each State and service different areas.

Once Your draft design has been prepared You will be introduced to a Licensed Installer in your area who will contract with You directly to perform the Installation. The Licensed Installer will enter into a contract with You to Install the System and will also provide the Standard Solar Kit to You.

All Installers in the Q2 Solar National Installer Network Program are required to:

- Accept the Bonus Installation

- Only charge Extra Charges for Non-Standard Requirements that have been agreed with You in advance.
- Hold the following insurances and licenses:
 - Certificate of Currency for Public Liability Insurance - Minimum \$10 Million cover.
 - Certificate of Currency for Workers Compensation Insurance or Personal Income Protection Insurance if a Sole Trader.
 - Current Drivers Licence (State Based)
 - Electrical Licence (State Based)
 - Clean Energy Council CEC Certificate of Accreditation
 - Provide statutory warranties in respect of their work.

While you may choose to use Your own installer the Bonus Installation is only available for Installations performed by an Installer nominated by Q2 Solar from the Q2 Solar National Referral Network Program. Therefore You would need to pay for the Professional Design Service and other services provided to You, or charges incurred prior to You notifying Q2 Solar that You are electing to use Your own Installer. You will also need to pay your installer their installation charges.

Definitions of Terms used in FAQs and Online Sales.

Assignment Form means the form included in the Sale, to be completed upon Completion and signed by You to assign any STCs to Q2 Solar.

Bonus Installation has the meaning set out in the FAQs. See **What is the Bonus Installation?**

Buyer means the person who purchases the Sale Item. ("You" or "Your").

Postcode Calculator means the online calculation tool made available for the relevant Sale Item that estimates costs based on a variable postcode input.

Completion means the date the System is ready for connection to the electricity grid.

Extra Charges means any amounts payable via Q2 Solar in respect of any Non-Standard Installation of the System (including Upgrade Items) or as otherwise payable in accordance the Special Terms and Conditions, being amounts that are payable in addition to the Standard Cost Amount and the STC assignment.

Standard Cost Amount means the Amount You must pay to GraysOnline.com & to Q2 Solar combined, as set out in the relevant Tax Invoices (from GraysOnline.com & Q2 Solar) if You are the buyer. The Standard Cost Amount includes amounts payable for supply of the System (as described in the Sale), delivery and associated surcharges, any GST payable in respect of the above, and is explained in more detail in the FAQs. The Standard Cost Amount includes the Postcode Calculator Costs. .

Installation means affixing the System to Your Property by a Licensed Installer in accordance with the final design. Installation includes System commissioning and testing to the point of ready for connection to grid. Installation does not include connection to the grid. Installed has a similar meaning.

Installation Date means a date or dates as specified by Q2 Solar for commencement of System Installation at the Installation Site

Installation Site means the property where the System is to be installed. Unless otherwise notified to Q2 Solar by You in writing prior to delivery of the System purchased or Installation of the System, the Installation Site will be Your Registered Address in your GraysOnline.com Account.

Licensed Installer means the local solar installer referred to You and nominated by Q2 Solar who will contract with You to perform the Installation on your property. The Installer will be a member of the Q2 Solar National Installer Network Program

Non-Standard Requirements means any Installation Site or System that requires any materials or services that are not included in the Standard Items or Standard Installation scope.

Professional Design Service means the photo-based site assessment and draft System Design performed by Q2 Solar's design & engineering team of specialized Solar PV Engineers. This service includes consultation with the Buyer and one revision of the design incorporating any input from the Buyer. This Service is one of the Standard Items.

Registered Address means the delivery address details You have provided to GraysOnline.com when managing your GraysOnline.com Account.

Q2 Solar Invoice means any tax invoice we issue to You following the Sale.

Standard Installation means the Installation services that the Licensed Installer will provide at no additional charge through the Bonus Installation. See **What is included in the Standard Items and Standard Installation?**

Standard Items means the Q2 Solar Services that Buyers will receive in the Bonus Installation, including the Professional Design Service, and other Q2 Solar Services and Items as described in **What is included in the Standard Items and Standard Installation?**

Standard Solar Kit means all items and consumables required to implement a Standard Installation of the System including electrical cabling but excluding the Solar Panels and Inverter/s and mounting kit.

STCs are defined in the FAQs and includes any other certificate, right or entitlement of a similar nature which arises under or as a result of changes to law or regulation.

STC Value means the number of STCs that your Installed and connected System may be eligible for (as estimated in in the Calculator) multiplied by the STC price at which Q2 Solar trades STCs at the date of Completion and the relevant government determined multiplier.

System means the Solar PV Panels and Inverter purchased in the Sale also includes the Standard Solar Kit Items provided as part of the Bonus Installation. If You have Non-Standard Requirements the System also includes other items that are the subject of Extra Charges and that form part of the full Solar Photovoltaic (PV) power system being Installed.

Upgrade means the addition of PV Panels, Inverters, or items not included in the Sale or the Standard Installation Items and Standard Installation scope. Upgrade requirements are normally identified during the Professional Design Services or upon Installation. Upgrade Items will be charged to You as an Extra Charge.

If you have additional questions please call to speak to a Q2 Solar Specialist - 1800 488 122



SPECIAL TERMS AND CONDITIONS
for GraysOnline Domestic Buy NowSales managed by Q2 Solar.

1. IMPORTANT NOTICE

- A. In purchasing the Sale item You are agreeing to the following Special Terms and Conditions of purchase ("Terms"). These Terms apply in addition to (but not instead of) any terms and conditions applying to Your use of the GraysOnline Site ("GraysOnline Terms"). These Terms are specific to these Sale items and take into account the unique nature of these Sale items, so may differ from some GraysOnline Terms.
- B. These Terms will have precedence over any inconsistent GraysOnline Terms to the extent of inconsistency.
- C. It is important that You understand these Terms before committing to purchase the Sale Item and You may wish to seek legal or other advice.
- D. The Sale information and the FAQs included in the relevant Lot and Sale on the GraysOnline Site provide additional important information relevant to Your purchase and You are encouraged to read these carefully before bidding. Each of the Vendors and GraysOnline may also rely on the information included on the GraysOnline Site, in the FAQs and these Terms, as may You.

2. GENERAL TERMS

- 2.1 Capitalised words are defined in the FAQs in the relevant Lot and Sale on the GraysOnline Site and apply to these Terms as if set out in full.
- 2.2 Any examples in these Terms or the FAQs, are provided to help you understand important matters. However where the words "including" or "for example" are used, or similar words like "such as", this does not necessarily limit or exclude other inclusions or examples unless otherwise stated.
- 2.3 These Terms are governed by the laws of the State or Territory applicable to the property at which the Sale item is to be delivered in Australia or Installed (if You take up the Bonus Installation Offer). The parties submit to the non-exclusive jurisdiction of the courts of that State/Territory.
- 2.4 These Terms are subject to change as a result of future changes to the legislation under the Renewable Energy (Electricity) Act 2000 or other applicable laws. Otherwise, these Terms may only be varied as provided within these Terms or by agreement in writing by each party.
- 2.5 Sections 1, 2, 3 and 4 of these Terms apply to all Buyers. Sections 6 and 7 also apply to Buyers who take up the Bonus Installation Offer.

3. ADDITIONAL TERMS RELATING TO PURCHASE OF SOLAR PV PRODUCTS AND SYSTEM COMPONENTS

- 3.1 In purchasing the Sale item You are committing to the purchase a package of products referred to in these Terms as the System Components (such as solar panels and inverters) and to pay the Grays Amount.
- 3.2 System Components are supplied by different Vendors through GraysOnline. Each Vendor is responsible for supply of its relevant products in accordance with the information included in the Sale, and the GraysOnline Terms. These items are referred to as Third Party Items in Section 5 below.
- 3.3 Q2 Solar is not the Vendor or supplier of the System Components included in the Sale.
- 3.4 Refunds are not available in relation to purchase of the Sale item, except as required by law. Q2 Solar has and will incur loss in the event You seek to cancel Your purchase. In the event you seek to cancel a purchase, cancellation will require approval, and a minimum cancellation fee of 50% of the Q2 Solar Costs will apply. You acknowledge that this cancellation fee is a reasonable pre-estimate of the loss that Q2 Solar will suffer as a result of cancellation of a purchase.

4. ADDITIONAL TERMS RELATING TO THE Q2 SOLAR COSTS AND ASSOCIATED SERVICES

- 4.1 In purchasing the Sale Item You are also committing to pay the Q2 Solar Costs as part of the Grays Amount. Each Sale Lot includes a customised Calculator for the System in that Lot and Sale that can be used to calculate the Q2 Solar Costs. The Q2 Solar Costs will differ for each Buyer based on variables such size of the System purchased, and delivery postcode.
- 4.2 The Q2 Solar Costs cover various services provided by and costs incurred by, Q2 Solar pre and post Sale including arranging, advertising and managing the Sale and related customer service assistance.
- 4.3 Delivery to Your GraysOnline registered address and associated insurance charges, handling and other costs are also included in the Q2 Solar Costs. If Your required delivery postcode is different from the GraysOnline registered address the Q2 Solar Costs will be adjusted to reflect the different postcode.
- 4.4 Pick up of the the System purchased is not available and delivery is not subject to the GraysOnline Shipping Calculator or other GraysOnline delivery terms and times as delivery is not from GraysOnline storage facilities.
- 4.5 Delivery is organised by Q2 Solar, and this includes scheduling collection of the various System Components where required from the various Vendors, and delivery of the System to You (or Your Installer) by the freight company.
- 4.6 Q2 Solar also arranges Storage of the System pending delivery and insurance for the System while in transit. An extended Storage Option is also available, if You wish to buy now and deliver or Install later. While storage is initially at no additional charge, Extra Costs may apply if You delay delivery or Installation of Your System. See FAQs for additional information
- 4.7 Title and Risk in the System passes to you in accordance with Clause 5.10 below.
- 4.8 Payment in full is required before delivery can be arranged. More information about delivery and delivery times is set out in the FAQs.

5. ADDITIONAL TERMS RELATING TO THE BONUS INSTALLATION OFFER

- 5.1 **Parties:** The Bonus Installation Offer is made by, and between You and **Q2 SOLAR PTY LTD** (ABN 40 146 013 710) PO Box 20800 World Square Sydney NSW 2002 Phone: 1800 488 122 Fax: 1300 375 588
- 5.2 **Formation of Contract:**
- (a) In purchasing a System through this Sale You are accepting the bonus standard installation offer with intention to be implemented on your identified property.
- (b) You will be contacted by Q2 Solar after close of the Sale to confirm Your Details & intended Installation address.
- 5.3 **Transferability:** The Bonus Installation Offer can also be transferred to another person if You purchase a System through this Sale Item on behalf of another person or are not able to proceed with Installation yourself (for example if Your property is unsuitable or the System purchased is unsuitable for Your needs). The person taking up the Installation Offer for the System will be required to sign a simple agreement to enable transfer of the Installation Offer to them and provision of the relevant Services to them, and also a contract with the Licensed Installer relating to the Installation Services.
- 5.4 **Services to be provided by Q2 Solar:** If You take up the Bonus Installation Offer You will receive Standard Items at no additional charge (as explained further in Section 5.6(a) below). As part of the Standard Items, Q2 Solar will provide the following Q2 Solar Services as more fully described in the FAQs:
- (a) provide a Professional Design Service, including site assessment and preparation of a draft solar System Design,
- (b) refer You to a Licensed Installer
- (c) assist You in booking Your Installation with the Licensed Installer
- (d) assist You in applying for network connection with your electricity distributor
- (e) supply the standard mounting kit
- (f) arrange storage of the System for up to 12 weeks pending Installation (or longer at Extra Charge)
- (f) pay for the Licenced Installer to perform Installation of the System in accordance with the Standard Installation scope (including the Licensed Installer's charges and costs for supply of the Standard Solar Kit);
- (g) process other payments and manage invoicing relating to any Extra Charges that apply to You arising from Non-Standard Requirements or as otherwise payable under these Terms. For example, Q2 Solar will collect from You any Extra Charges associated with Non-Standard Requirements, and pay the Licensed Installer's charges for Non-Standard Requirements.

5.5 Your Responsibilities

- (a) To enable Q2 Solar to commence performing the Q2 Solar Services You will be asked to provide details relating to Your Installation Site. These include photographs of Your roof, any plans you have containing measurements of the roof and some information about Your electricity usage such as recent bills. A more complete list of information required will be sent to You.
- (b) You are responsible for providing accurate information, and any missing or inaccurate information may impact the accuracy of Your site assessment, suitability of Your design and may cause You to incur Extra Charges. In some cases You may be unable to proceed with Installation if important information is not provided upfront, for example You may be unable to proceed with an Installation if You have a heritage building.
- (c) You will also need to sign a separate contract with the Licensed Installer relating to the performance of the Installation Services. See Clause 6 for additional details.

5.6 Payment and Assignment of STCs

- (a) The Standard Items (and Standard Installation) will be provided to You at no additional charge (meaning no charge in addition to the Grays Amount) provided that You:
 - i. Require only a Standard Installation, if You have Non-Standard Requirements You will not (subject to the balance of this clause) be charged for the Standard Items or the materials and services included within the Standard Installation scope, only the Extra Charges arising from Non-Standard Requirements;
 - ii. Rectify any Non-Standard Requirements that make the property unsuitable for Installation prior to Installation;
 - iii. assign Your right to receive all STCs arising from the Installation of the System to Q2 Solar in accordance with the Assignment Form on Completion of the Installation. The Assignment Form will be completed and issued by the Licensed Installer for execution by You; and
 - iv. are Eligible to receive STCs, this means that the STC Assignment form must be approved by the applicable regulators for transfer to Q2 Solar. More information about Eligibility criteria relevant to the Bonus Installation Offer is included in the FAQs. It is Your responsibility to determine whether You are Eligible for the Bonus Installation Offer and to receive STCs.
- (b) If You don't fully comply with Clause 5.6(a) above and take up the Bonus Installation Offer You will be liable to pay for the Standard Items and Standard Installation, up to the STC Value (together with any Extra Charges that apply to You) to Q2 Solar.
- (d) The STC Value is explained in the FAQs. The STC Value may vary due to market fluctuation in the price at which STC certificates are traded and if the government determined multiplier that applies to the STCs at the time of assignment is less than 2x. If between the date of purchase and the date of Completion the market rate at which Q2 Solar trades STCs falls by more than 10% or the relevant multiplier is less than 2x, You will still receive a discount on the Standard Items and Standard Installation to reflect the value of the STCs at that date however an Extra Charge will apply to reflect the reduced value of the STC assignment to Q2 Solar.
- (e) If Extra Charges apply to You (for example because You have Non-Standard Requirements or purchase Upgrade Items), Extra Charges are payable before Installation can proceed, unless otherwise provided in the relevant invoice.
- (f) While Q2 Solar may invoice You for and process payments from You for Installation Services, Upgrade Items, or other Extra Charges as part of the Q2 Solar Offer, Q2 Solar is not the supplier of those products and services. The Q2 Solar Services are as outlined above.
- (g) Accepted payment methods for payments to Q2 Solar are by credit card or Electronic Funds Transfer (EFT) to the account set out in Our Invoice.
- (h) Q2 Solar reserves the right to withdraw the Bonus Installation Offer or to instruct the Licensed Installer not to proceed with any Installation until payment of any applicable charges required prior to Installation is received, but will not do so unreasonably. Without limiting Q2 Solar's rights, if You fail to pay any amount due to Q2 Solar, when due. Q2 Solar is entitled to also charge interest on the unpaid amount at the rate applicable to the State or Territory in which Your property is located for judgment debts in the Supreme Court.
- (i) GST is payable in connection with the supply of Q2 Solar Services and any Extra Charges and You must pay in addition to any amounts due, the GST amount at the same time as the other amounts, subject to provision of a valid tax invoice.
- (j) The Licensed Installers have authorised and You authorise Q2 Solar to invoice and collect from You any amounts due to the Licensed Installer for Installation services. No payments should be made by You directly to the Licensed Installer unless the payment relates to Additional Requirements that are identified after Installation has commenced.
- (k) The Bonus Installation Offer is only available for use with the System purchased in this Sale and for Installation of that System by an installer who a member of the Q2 Solar National Referral Network Program, as referred to by Q2 Solar.

5.7 Termination

- (a) If either You or Q2 Solar reasonably considers that the other party has breached a material obligation under these Terms, and if such breach is not remedied within a reasonable period of time, not exceeding 28 days from the date a party provides notice in writing of breach to the breaching Party, or if the breach is not remediable, then Section 5 of these Terms will be terminated and each party will be relieved from any further obligations under Section 5 of these Terms, in accordance with the balance of this clause.
- (b) Q2 Solar may also in its discretion but is not required to, agree to You terminating Section 5 of these Terms in the event You are unable to proceed with Installation after taking up the Bonus Installation Offer, for example because Your property is unsuitable for Installation, however the cancellation fee set out in Clause 3.9 will apply, and additional amounts may be payable in accordance with Clause 5.7(d).
- (c) Termination will not affect any right accrued prior to the date of termination.
- (d) Where termination occurs prior to Completion and You are the terminating Party:
 - i. You must pay Q2 Solar for, and Q2 Solar may retain any amounts already paid to Q2 Solar relating to, Services which have been properly performed (whether in part or full) prior to the date of Termination; and
 - ii. Q2 Solar shall have no liability to refund or otherwise pay to You any amounts You have already paid (whether to Q2 Solar or to GraysOnline or otherwise) in respect of any System Components or Upgrade Items, or that have been committed or incurred by You or Q2 Solar, including amounts paid or payable to the relevant Licensed Installer. Any refund of amounts paid or payable in respect of any Third Party Items or Licensed Installer fees shall be subject to approval from the relevant Third Party or Licensed Installer.
- (e) Where Q2 Solar is the terminating Party, Q2 Solar is entitled to payment of the cancellation fee set out in Clause 4.9, together with any additional amounts set out in Clause 5.7(d), without limitation to Q2 Solar's other rights.
- (f) Where any Government program that provides STCs is significantly altered or cancelled prior to Completion either party may terminate these Terms, and
 - i. Q2 Solar will be entitled to payment of the amounts set out in 5.7(d)(i) above; and
 - ii. the balance of amounts paid by You to Q2 Solar, excluding any items set out in Section 5.7(d)(ii) above, shall be refunded to You; and
 - iii. any refund of amounts paid or payable in respect of any Third Party Items or Licensed Installer fees that have already been paid for by You or Q2 Solar, or that have been committed or incurred by You or Q2 Solar, including amounts paid or payable to the relevant Third Party or Licensed Installer shall be subject to approval from the relevant Third Party or Licensed Installer.

5.8 Liability: To the extent permitted by law, Q2 Solar limits its liability to you for breach by it of a non-excludable right or remedy under any legislation to any of the following remedies as chosen by Q2 Solar:

- (a) in the case of goods,
 - i. the replacement of the goods or the supply of equivalent goods;
 - ii. the repair of the goods;
 - iii. the payment of the cost of replacing the goods or of acquiring equivalent goods; or
 - iv. the payment of the cost of having the goods repaired; and
- (b) in the case of services:
 - i. the supply of the services again; or
 - ii. the payment of the cost of having the services supplied again.

Nothing in these Terms is intended to exclude, limit or modify Q2 Solar's liability under legislation to the extent that liability cannot be lawfully excluded, limited or modified. For example, the Competition and Consumer Act 2010 (including the Australian Consumer Law) and other relevant statutes provide a set of statutory consumer guarantees and other legal rights that cannot be excluded, limited or modified by contract ("the Consumer Protection Laws"). Subject to your non-excludable rights under the Consumer Protection Laws (if You are a Consumer as defined in the Consumer Protection Laws or if those laws otherwise apply to Your purchase or our services), Q2 Solar:

- A. expressly limits its liability to You for any and all loss, damage or claims relating to the subject matter of these Terms to the greater of the amount paid or payable to Q2 Solar under these Terms; and
- B. excludes all liability for any indirect and consequential loss You may suffer or incur including without limitation lost opportunities and any claims for lost revenues or savings.

5.9 Personal Information

- (a) You agree that GraysOnline may provide to Q2 Solar, and that You will provide to Q2 Solar any Personal or other information Q2 Solar may require for the purposes of these Terms.
- (b) Q2 Solar will only use Your Personal or other Information as necessary for the purposes of the Bonus Installation Offer and to provide the Q2 Solar Services to You and to keep You informed of other Q2 Solar services and offers from time to time. This may mean that Q2 Solar may share Your Personal or other information with the Licensed Installer, Suppliers of Third Party Items and contractors as reasonably required. You consent to use of Your Personal and other information as reasonably necessary for such purposes.
- (c) Q2 Solar is not responsible for use or misuse of Your Personal or other information by third parties such as the Licensed Installer, or suppliers of Third Party Items.

5.10 Title and Risk

- (a) Risk in the System passes to You when each component is delivered to the Installation Site. You may need to notify Your home building insurer of the Installation of the System to confirm coverage.
- (b) Ownership of the System passes to You upon the later of:
 - i. Delivery of the System to You, where You do not take up the Bonus Installation Offer, or otherwise
 - ii. Installation of the System at the Installation Site;
 - iii. Receipt by GraysOnline or Q2 Solar of all amounts due to each of them in respect of the purchase or delivery and Installation of the System; and
 - iv. The completion, processing and approval by the applicable regulators of all required documents to assign any STCs to Q2 Solar.

6. ADDITIONAL INFORMATION RELATING TO INSTALLATION SERVICES

The Installation services are not included in the Sale Item and all Installation Terms will be agreed between You and the Licensed Installer. The following information is provided by way of clarification only.

- (a) You may elect to take up the Bonus Installation Offer and receive a Standard Installation by a Licensed Installer who is a member of the Q2 Solar National Referral Network Program at no additional charge (meaning no charge in addition to the Grays Amount).
- (b) If You take up the Bonus Installation Offer, Installation services, will be provided by and be the responsibility of the Licensed Installer as an independently licensed contractor who will enter into a contract directly with You. All terms relating to the provision of the Installation Services will be included in that Contract, including applicable License details. Requirements may vary by State.
- (c) No partnership, prime or subcontractor, joint venture, employee or employer, franchisee or franchisor, supervisory or similar relationship exists between Q2 Solar and the Licensed Installer.
- (d) Installation times depend on Your location, Site requirements and other factors outside either Q2 Solar's or an installer's control. In addition Installation can only be scheduled once You have provided of all information required to Q2 Solar for the Professional Design Services, and after You have signed off on the draft Design. More information about Installation times is set out in the FAQs.