



PERTH SOLAR FORCE

EC 012770

The \$5000 Saving Guarantee

Our business reputation is built on providing a quality product at a price that demonstrates value for money to our customers. To further prove we are 100% committed to this cause, we have introduced a 5 year savings guarantee on our solar systems.

What's the guarantee?

We guarantee that your solar system will produce enough energy in its first 5 years of operation to save you over \$1,000 off your electricity bill each year.

How does it work and how can I make a claim?

If after 5 years of operation of your solar system, it has not produced enough energy to have reduced your electricity bill by \$1,000 per year, we will pay you up to \$1,000 per year depending on how much your system has produced.

To calculate this, we look at the generation statistics from your inverter and multiply the total kWh generated over the period by the cents per kWh Synergy are charging customers on the home plan tariff. This rate is currently 29.3273 cents per kWh as of Aug 2021.

For example, if after 5 years your solar system has produced the below, we will pay you \$2,738.93.

	Year 1	Year 2	Year 3	Year 4	Year 5	
kWh produced	1200	2500	4000	500	100	
Rate	\$0.2933	\$0.2933	\$0.2933	\$0.2933	\$0.2933	
Savings	\$351.93	\$733.18	\$1173.09	\$146.64	\$29.33	TOTAL
PSF will pay	-\$648.07	-\$266.82	\$-	-\$853.36	-\$970.67	-\$2,738.93

Be aware, if you consume the solar system energy generated within your home you will save 29.3273 cents per unit, whereas if you export it you may receive as little as 3 cents per unit. So almost 10x the savings if you use it compared to exporting it. We calculate savings based on consuming the produced energy within your home as the actual usage statistics are out of our control.

To save \$1,000 a year, your solar system would need to produce 3,410 units a year, which is 9.34 units a day on average. If your solar system produces 3,410 units a year and you use it, saving you 29.3273c per unit, multiplied by 3,410 units, that equals \$1000.06 saving per year. That's it!

If you think you may be eligible to make a claim under this guarantee, please send copies of your electricity invoices for the period in question as well as the generation statistics from your inverter to admin@perthsolarforce.com.au (note that your inverter may need to be setup on WIFI to access the required statistics) and we will assess your claim.

What does this guarantee apply to?

- Solar systems installed by Perth Solar Force from August 2021 onwards.

What are the exclusions? The guarantee does not apply to:

- Solar systems that are smaller than 5kW.
- Solar systems that have had any repairs, alterations, re-installation, repositioning or modifications by anyone other than a service technician approved by us in writing.
- Solar systems with faults/errors/issues/conditions affecting performance where we have not specifically been made aware of those items within a reasonable timeframe. It is the homeowners responsibility to notify Perth Solar Force if there are any faults with the system. We advise you regularly check your system to make sure it's working properly.
- Solar systems where there is shading affecting performance.
- Solar systems that have been damaged due to negligent, accidental or deliberate misuse, abuse or neglect.
- Anything beyond Perth Solar Force's control which has had an adverse effect on the performance of the system.
- The amount we pay under the guarantee will be limited to the out of pocket price you paid for the system
- This guarantee applies whilst Synergy's home plan tariff is 29.3273 cents per kWh or above, if Synergy reduces this rate then the guarantee will no longer apply.