



The 10 year 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 10-year savings guarantee on our solar systems.

What does this guarantee apply to?

- a) Solar systems installed by Perth Solar Force from August 2024 onwards that are connected to WiFi
- b) Solar systems which have an inverter that provides a full 10-year warranty

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

If, within a 12-month period starting from the installation date, your system hasn't generated enough energy to reduce your electricity bill by \$1,000 or more (on the assumption you used all the energy produced), we will compensate you up to \$1,000.

To calculate this, we take the generation data from your inverter and multiply the total kWh produced over the period by the rate that Synergy charges customers on the Home Plan (A1) for electricity. As of August 2024, this rate is 31.5823 cents per kWh.

For example, if after your solar system has produced the below, we will pay you \$621.01

| Savings Calculated | Year 1 |
|---------------------|-----------------|
| kWh produced | 1200 |
| Rate | \$0.3158 |
| Savings | \$378.99 |
| PSF will pay | \$621.01 |

Be aware, if you consume the solar system energy generated within your home you will save 31.5823 cents per unit, whereas if you export it, you may receive as little as 2 cents per unit or even 0 cents. So, by using each unit, you save over 10x more than you would by exporting it. We calculate savings based on consuming the produced energy within your home as the actual usage behaviors are out of our control.

To save \$1,000 a year, your solar system would need to produce 3,167 units a year, which is 8.67 units a day on average. If your solar system produces 3,167 units a year and you use it, saving you 31.5823 cents per unit, multiplied by 3,167 units, that equals \$1,000.21 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 2024 onwards.

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

- Solar systems that are smaller than a 5kW Inverter with 6.6kW of panels.
- Have a Nearmap report showing an estimated yearly production that is less than 5000 units/kWs annually.
- Solar systems that are export limited.
- 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 or solar systems that have not been maintained in accordance with the recommended maintenance schedule
- Solar systems with faults/errors/issues/conditions affecting performance where we have not specifically been made aware of those items within 5 business days. It is the homeowner's responsibility to notify Perth Solar Force if there are any faults with the system. We advise you to regularly check your system to make sure it's working properly.
- Solar systems that are not connected to WIFI, where Perth Solar Force does not have online monitoring access or where the full history of the system performance cannot be obtained.
- 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 31.5823 cents per kWh or above, if Synergy reduces this rate then the guarantee will no longer apply.