
Q-INFINITY
RENEWABLES GROUP
TERMS & CONDITIONS

Prepared by: Craig Pack
02392 004321
craig.pack@infinity-renewables.com

For: James
2 Swanage Road, London

Quote #: 11269855
Valid until: 3rd December 2026

Solar Energy System Proposal

Dear James,

Thank you for the opportunity to present your Solar Energy System Proposal.

Best Regards,
Craig Pack
Infinity Renewables Group Ltd - HIVE

At Infinity Renewables UK, we're passionate about driving real change by using safe, sustainable energy to power homes and businesses across the UK. With over 10 years of experience and more than 12,000 residential installations, we're one of the country's leading experts in smart solar and battery storage systems.

From our head office in the South, we offer full national coverage and everything is done by our own in-house fitting teams, no subcontractors. We make it easy to go solar with:

- £0 deposit options
- Installations in as little as 2 weeks
- A price match guarantee
- Excellent finance rates
- And a track record that's backed by thousands of 5-star Trustpilot reviews.

Plus, thanks to our exclusive partnership with Hive & British Gas, every install now comes ready to connect to your Hive Home Hub. That means you'll get:

- Live insights into your energy see exactly what your panels are generating, storing and selling, anytime.
- Smart savings on your bills, with exclusive Hive tariffs and offers.
- One app to manage it all, from your solar and battery to heating and EV charging.

At Infinity Renewables, we're making premium quality solar affordable and accessible — all while helping you cut electricity costs and reduce your carbon footprint. Together with Hive, we're putting the power back in your hands.

Recommended System Option

6.12 kW	£2,352	£135,900
System Size	Estimated Annual Energy Bill Savings	Lifetime Energy Bill Savings



Your Solution

Solar Panels

Jinko Solar Co., Ltd.
6.120 kW Total Module Power
12 x 510 Watt Panels (JKM 510 54HL4M-BDV)
4,319 kWh per year

FoxESS EP12 Plus

23.04kWh of Battery Storage
Fox ESS
2 x EP12 Plus
10 Year Warranty



FoxESS H1 SERIES (G2) Hybrid Inverter

5 kW of Inverter Power
Fox ESS
1 x H1-5.0-E-G2
10 Years Warranty



Warranties: 25 Year Panel Product Warranty, 30 Year Panel Performance Warranty, 10 Year Battery Product Warranty

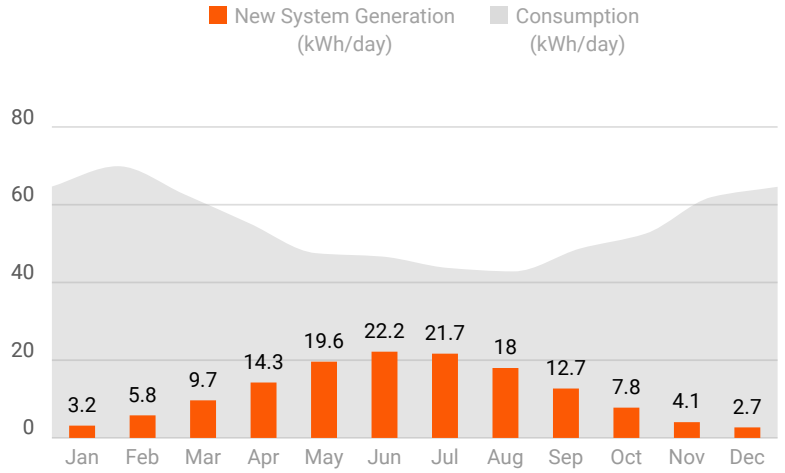


Protection

- **10 year** kit warranties
- **10 year** workmanship warranty

System Performance

22%
Energy From Solar



100%	0%
Self Consumption	Export to grid

System Performance Assumptions: System Total losses: 0%, Inverter losses: 0%, Optimizer losses: 0%, Shading losses: 19.0%, Performance Adjustment: 0%, Output Calculator: MCS. Panel Orientations: 4 panels with Azimuth 257 and Slope 40, 2 panels with Azimuth 254 and Slope 42, 6 panels with Azimuth 164 and Slope 15.

The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the standard MCS procedure is given as guidance only. It should not be considered as a guarantee of performance.
The solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have a significant effect on the amount of energy that will be self-consumed.

Shading will be present on your system that will reduce its output to the factor stated. This factor was NOT calculated using the MCS shading methodology, but we can confirm that the system as quoted, taking into account the shading present, will deliver at least 90% of the energy (in kWh) as set out in this performance estimate.

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.

Important Note: The energy performance and benefits of EESS is impossible to predict with certainty due to the numerous functions a system can be programmed to perform. This estimate is based upon the standard MCS procedure and is given as guidance only. It should not be considered as a guarantee of performance.

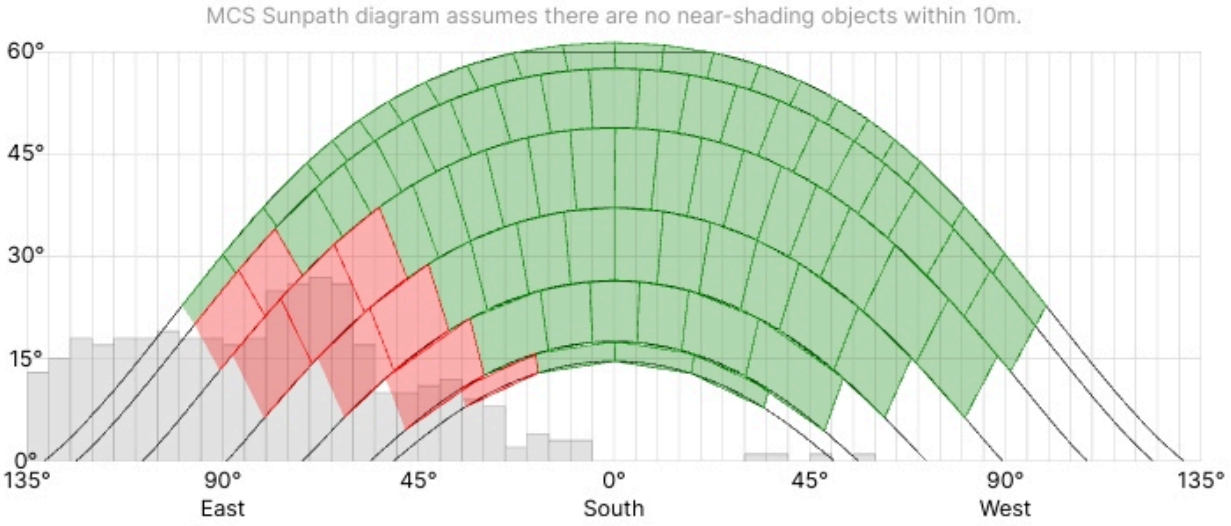
[EESS capacity not used for self consumption] Storage capacity of the battery - assumed usable capacity of battery [Total energy discharged per annum] Assumed usable capacity of battery x 730 [Additional self consumption] Estimated annual output (Section B) x self consumption rate with battery as a % (no higher than 95%) - Expected solar PV self-consumption (with EESS) (Section D)

A. Installation data		
Installed capacity of PV system - kWp (stc)	6.120	kWp
Orientation of the PV system - degrees from South	Group 1: 4 panels with Orientation: 75 ° Group 2: 2 panels with Orientation: 75 ° Group 3: 6 panels with Orientation: 15 °	°
Inclination of system - degrees from horizontal	Group 1: 4 panels with Tilt: 40° Group 2: 2 panels with Tilt: 42° Group 3: 6 panels with Tilt: 15°	°

Postcode region	1	
B. Performance calculations		
kWh/kWp (Kk) from table	Group 1: 827 Group 2: 822 Group 3: 921	kWh/kWp
Shade Factor (SF)	0.810	
Estimated annual output (kWp x Kk x SF)	4,319	kWh
C. Estimated PV self-consumption - PV Only		
Assumed occupancy archetype	Out All Day	
Assumed annual electricity consumption, kWh	20,072	kWh
Assumed annual electricity generation from solar PV system, kWh	4,319	kWh
Expected solar PV self-consumption (PV Only)	3,235	kWh
Grid electricity independence / Self-sufficiency (PV Only)	16.1	%
D. Estimated PV self-consumption - with EESS		
Assumed usable capacity of electricity energy storage device, which is used for self-consumption, kWh	20.73	kWh
Expected solar PV self-consumption (with EESS)	4,319	kWh
Grid electricity independence / Self-sufficiency (with EESS)	22.0	%
E. Additional benefits from PV and EESS		
EESS capacity not used for self-consumption	2.30	kWh
Total energy discharged per annum	15,137	kWh
Additional self-consumption for EV, heat pumps, diverters (only when present)	0.00	kWh

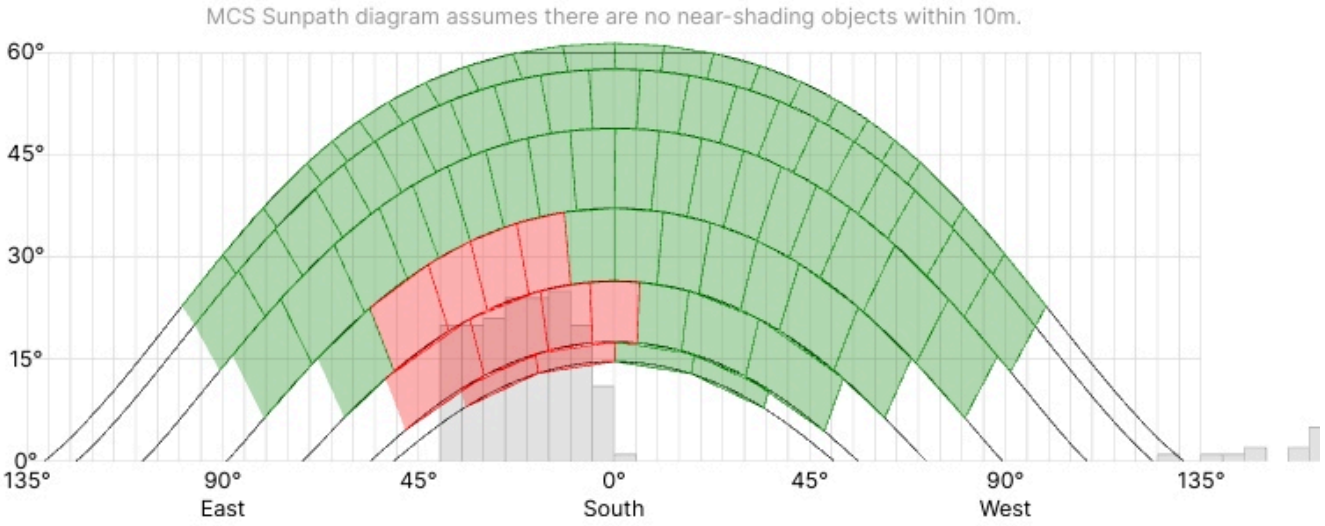
Sunpath Diagram

Disclaimer: The shade mask mapped onto the sunpath diagram is based off the field of view from a point in the center of the array. This means that the shade mask shown will only capture the shading experienced at the array center point, and will not reflect the shading casted onto other locations on the array.



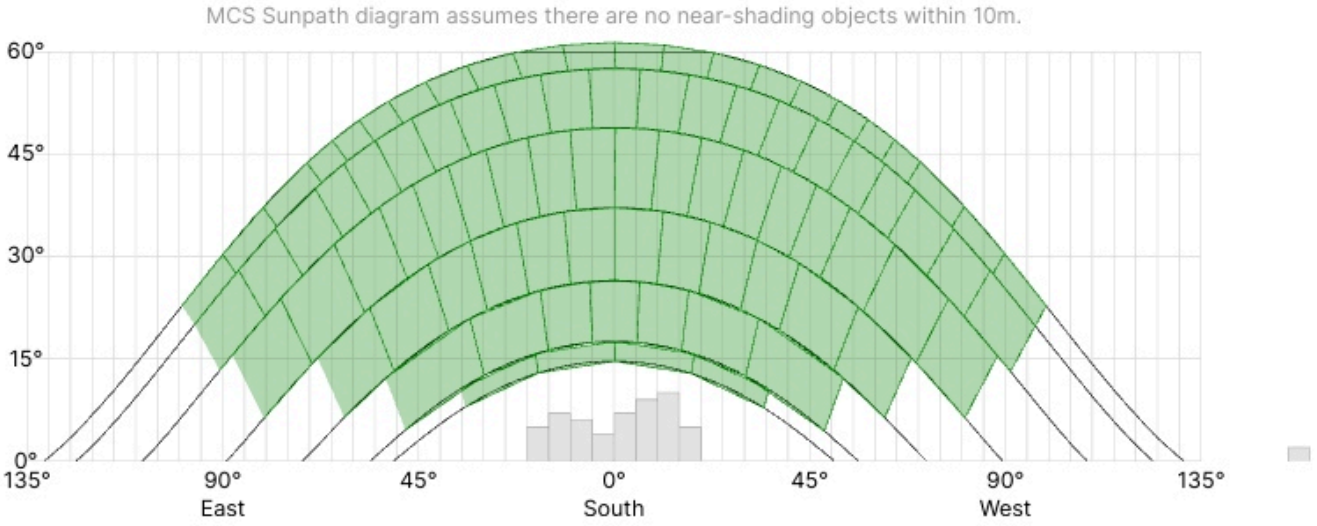
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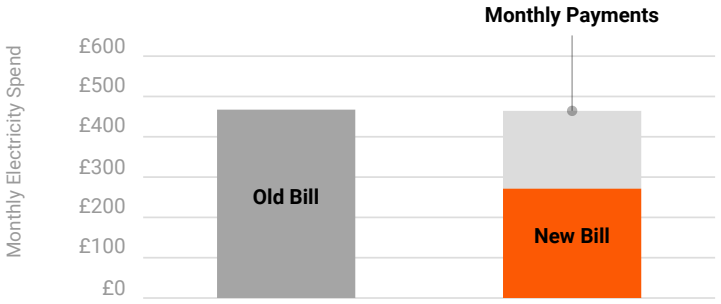
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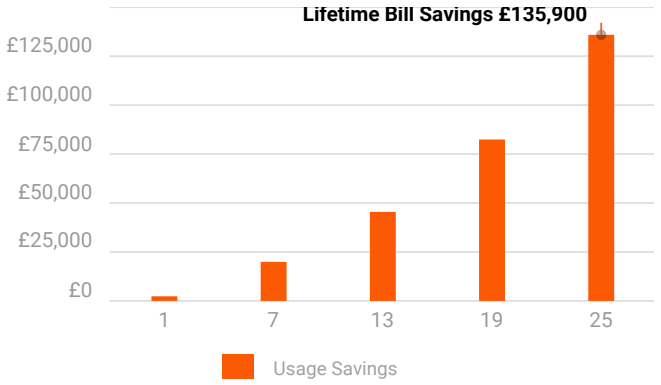


Electricity Bill Savings

First Year Monthly Bill Savings



Cumulative Bill Savings



Month	Solar Generation (kWh)	Net Grid Consumption before new system (kWh)	Electricity Imported after new system (kWh)	Electricity Exported after new system (kWh)	Export Credit (£)	Utility Bill before new system (£)	Utility Bill after new system (£)	Estimated Savings (£)
Jan	98	2,005	1,938	0	0	557	404	153
Feb	162	1,957	1,824	0	0	544	377	167
Mar	300	1,945	1,677	0	0	541	328	213
Apr	428	1,655	1,257	0	0	462	231	232
May	608	1,474	879	0	0	414	183	230
Jun	666	1,400	742	0	0	394	167	227
Jul	672	1,356	692	0	0	382	155	227
Aug	558	1,328	781	0	0	374	170	204
Sep	381	1,461	1,106	0	0	410	206	204
Oct	242	1,630	1,420	0	0	456	269	187
Nov	122	1,859	1,769	0	0	518	361	157
Dec	84	2,003	1,951	0	0	556	405	151

Utility savings based on switch from Customer Tariff to British Gas Infinity Special

Your projected energy cost is calculated by considering a 6.75% inflation increase in energy cost each year, due to trends in the raising cost of energy. This estimate is based on your selected preferences, current energy costs and the position and orientation of your roof to calculate the efficiency of the system. Projections are based on estimated usage of 20072 kWh per year, assuming Customer Tariff Electricity Tariff.

Your electricity tariff rates may change as a result of installing the system. You should contact your electricity retailer for further information.

Current Tariff Details - British Gas Standard Variable Tariff (Direct Debit) (Southern)	
Energy Charges	
Usage Charge *All Day\sMon-Sun*	£0.27 / kWh

Smart Export Guarantee	
Feed-In Credit *All Day\sMon-Sun*	£0.12 / kWh
Fixed Charges	
Fixed Charge	£15.65 / month

Proposed Tariff Details - British Gas Infinity Special	
Energy Charges	
Peak Rate *5am-12am\sMon-Sun*	£0.28 / kWh
Off Peak Rate *12am-5am\sMon-Sun*	£0.15 / kWh
Smart Export Guarantee	
Export *All Day\sMon-Sun*	£0.15 / kWh
Fixed Charges	
Fixed Charge	£0.55 / day
% Surcharges	
VAT *(To all charges)*	5.00%

The savings illustrations provided include Smart Export Guarantee (SEG) payments which you receive for any export of energy to the grid, subject to the utility company criteria and requirements. We have included a SEG rate of 15p for illustrative purposes and is widely available in the marketplace at the time of preparing your quotation. We strongly recommend that all customers carry out their own research into SEG payments and tariffs available as these vary from supplier to supplier and you may need to change provider to receive this rate. These rates may also change during the lifespan of your solar system. Not registering for SEG will mean you do not receive the export payments detailed above. You will need a smart meter to be eligible for SEG.

Time-of-Use Savings Disclaimer - The estimated savings associated with our battery storage offer are based on Time-of-Use (ToU) optimisation, which involves charging the battery overnight on lower-rate tariffs and exporting excess energy back to the grid at higher rates where applicable. Actual savings will depend on your energy provider, tariff structure, export rates, and individual usage patterns. Customers are responsible for selecting a suitable energy tariff to maximise these benefits. Infinity Renewables does not guarantee specific financial returns, as electricity rates and policies may vary.

Time-of-Use Savings Disclaimer - The estimated savings associated with our battery storage offer are based on Time-of-Use (ToU) optimisation, which involves charging the battery overnight on lower-rate tariffs and exporting excess energy back to the grid at higher rates where applicable. Actual savings will depend on your energy provider, tariff structure, export rates, and individual usage patterns. Customers are responsible for selecting a suitable energy tariff to maximise these benefits. Infinity Renewables does not guarantee specific financial returns, as electricity rates and policies may vary.

Where you currently use a time-of-use electricity tariff (where electricity prices vary during peak, off-peak and standard periods), it is not possible to know your exact pattern of electricity use throughout the day. As a result, the calculations are based on typical usage profiles and the information available at the time of the assessment.

If your household currently uses more electricity during off-peak periods than assumed, your actual savings may be lower than estimated. Conversely, if you currently use more electricity during peak periods, your savings may be higher than estimated.

We use as many relevant data points as possible to produce a fair and realistic estimate. However, actual savings will always depend on your individual pattern of electricity use, future weather conditions, electricity and export tariffs, and how you operate your solar PV and battery system. For this reason, performance and financial savings are estimates and should not be considered as a guarantee.

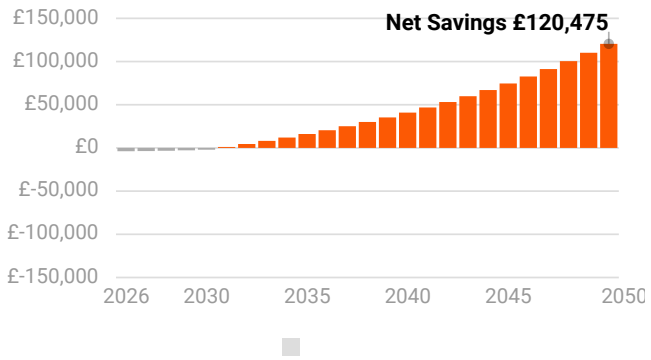


Net Financial Impact WHLS - Finance 0% - 60 Month - 25% Deposit

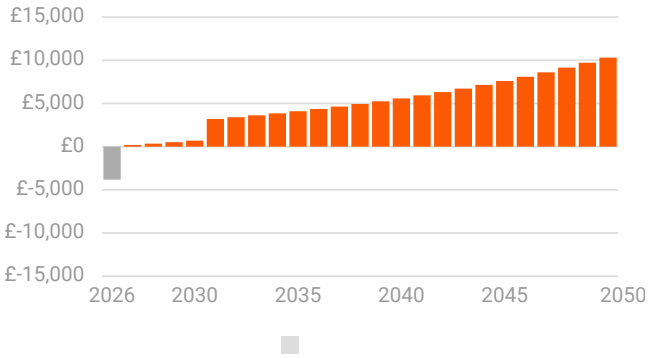
£135,900 - £15,425 = £120,475

Utility Bill Savings | Total Payments over 5 years | Estimated Net Savings

Cumulative Savings



Annual Savings



£39,368
Net Present Value

7 Years 1 Month
Discounted Payback Period

781%
Total Return on Investment

21.0%
Rate of Return on Investment

Year	Electricity Consumption (kWh)	Solar Generation (kWh)	Utility Bill (before new system) (£)	Utility Bill (after new system) (£)	Annual Savings (from new system) (£)	System Costs (Net of Dealer Incentives) (£)	Customer Incentives (Upfront) (£)	Net Savings (£)	Cumulative Impacts (£)
2026	20,072	4,319	5,607	3,255	2,352	6,170	0	(3818)	(3818)
2027	20,072	4,302	5,986	3,485	2,501	2,314	0	187	(3630)
2028	20,072	4,285	6,390	3,730	2,660	2,314	0	346	(3284)
2029	20,072	4,268	6,821	3,992	2,829	2,314	0	515	(2769)
2030	20,072	4,250	7,282	4,272	3,010	2,314	0	695	(2073)
2031	20,072	4,233	7,773	4,571	3,202	0	0	3202	1128
2032	20,072	4,216	8,298	4,891	3,407	0	0	3406	4535
2033	20,072	4,198	8,858	5,234	3,624	0	0	3624	8159
2034	20,072	4,181	9,456	5,601	3,855	0	0	3855	12014
2035	20,072	4,164	10,094	5,993	4,101	0	0	4100	16114
2036	20,072	4,147	10,775	6,414	4,362	0	0	4361	20476
2037	20,072	4,129	11,503	6,863	4,640	0	0	4639	25116
2038	20,072	4,112	12,279	7,344	4,935	0	0	4935	30051
2039	20,072	4,095	13,108	7,859	5,249	0	0	5249	35300

Year	Electricity Consumption (kWh)	Solar Generation (kWh)	Utility Bill (before new system) (£)	Utility Bill (after new system) (£)	Annual Savings (from new system) (£)	System Costs (Net of Dealer Incentives) (£)	Customer Incentives (Upfront) (£)	Net Savings (£)	Cumulative Impacts (£)
2040	20,072	4,078	13,993	8,409	5,584	0	0	5583	40884
2041	20,072	4,060	14,937	8,998	5,939	0	0	5939	46823
2042	20,072	4,043	15,946	9,628	6,317	0	0	6317	53140
2043	20,072	4,026	17,022	10,303	6,719	0	0	6719	59859
2044	20,072	4,008	18,171	11,024	7,147	0	0	7147	67006
2045	20,072	3,991	19,397	11,795	7,603	0	0	7602	74609
2046	20,072	3,974	20,707	12,619	8,087	0	0	8087	82696
2047	20,072	3,957	22,104	13,502	8,603	0	0	8602	91299
2048	20,072	3,939	23,596	14,445	9,151	0	0	9151	100451
2049	20,072	3,922	25,189	15,473	9,716	0	0	9715	110167
2050	20,072	3,905	26,889	16,582	10,308	0	0	10307	120474

Estimates do not include replacement costs of equipment not covered by a warranty. Components may need replacement after their warranty period. Financial discount rate assumed: 6.75%

Warm Homes Loan Scheme: Customer Declarations

By accepting this installation agreement through OpenSolar, you confirm that you have read and understood the declarations below, that the factual statements are true and accurate, and that you agree to the commitments set out in this section.

1. Affordability - I confirm that my selected funding option and the repayment amounts presented to me are affordable. I am not aware of any future changes in my circumstances that may affect my ability to make the repayments for the duration of the credit agreement.

2. Finance application and credit agreement - I understand that a loan application will need to be completed and that my details will be passed to the lender for approval. I will receive the lender's pre contract information explaining the loan terms before signing, so that I can make an informed decision.

If I choose to proceed with the selected finance plan, I will need to sign a separate credit agreement. I understand that I will have a 14 day right to withdraw from that credit agreement, with the start date and procedure explained in the lender's documentation. Selecting finance within this installation agreement does not guarantee loan approval.

3. Homeownership and residence - I confirm that I am the homeowner and that I reside at the installation address stated in this agreement, where the installation will take place.

4. Residential property - I confirm that the installation address is a residential property and is not commercial premises.

5. Other public grant funding - I confirm that I am not currently receiving, and will not apply for or receive, any other public grant funding in respect of this installation, except funding available through the Boiler Upgrade Scheme or Home Energy Scotland.

6. Recovery of scheme funding - I acknowledge that, if I apply for or receive any other public grant funding in respect of this installation, other than through the Boiler Upgrade Scheme or Home Energy Scotland, recovery action will be taken against me to recover the funding provided under the Warm Homes Loan Scheme.

7. Access for compliance audits - I agree to allow the Department for Energy Security and Net Zero (DESNZ), or its nominated agent, reasonable access to my property to audit compliance with the Warm Homes Loan Scheme.

8. Payments by credit card - I understand that I cannot make payments towards the loan using a credit card.

9. Credit search - I understand that, when I apply for my selected funding option, a hard credit search will be registered on my credit file.

Customer acceptance - By accepting this installation agreement through OpenSolar, I confirm my acceptance of the declarations above. If any statement is incorrect or unclear, I must contact Infinity Renewables before accepting.

These declarations do not replace the lender's application process, required declarations or separate credit agreement, and do not affect my statutory rights.



Pledge

- **MCS** Approved Installer
- **No** subcontactors

Quotation

Payment Option: WHLS - Finance 0% - 60 Month - 25% Deposit

12 x Jinko Solar Co., Ltd. 510 Watt Panels (JKM 510 54HL4M-BDV) 1 x H1-5.0-E-G2 (Fox ESS) 2 x EP12 Plus (Fox ESS) Tilt Racks (6 panels only)	
Standard System Price	£14,620.27 Excluding £0.00 VAT
Scaffolding Included	£0.00
Hive Hub	£0.00
Bird Protection	£150.00
Flat Roof BMG Survey	£175.00
Flat Roof Kit	£480.00
Total System Price	£15,425.27 Excluding £0.00 VAT
Purchase Price	**£15,425.27** Including £0.00 VAT
Down Payment	£3,856.32
Loan Amount	£11,568.95
Loan Interest Rate	0.00%
Loan Term	5 years
Monthly Loan Repayments Over 5 years	**£193.00**
Total Payments Over 5 years	£15,425.23
Awaiting Payment	**£3,856.32**

Price excludes Retailer Smart Meter should you want us to install your Smart Meter it will be an additional cost.
This proposal is valid until 3rd December 2026.

Quote Acceptance

I have read & accept the terms and conditions.

Signature

Name James Wilkins Date Nov. 4, 2026

Payment Details: Offline Payment

Contact your sales representative regarding payment.

Prompt

- Onsite survey within **1 week**
- Installs within **2 weeks**

Environmental Benefits

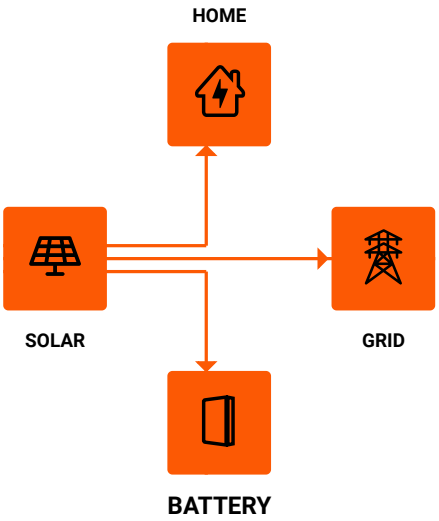
Solar has no emissions. It just silently generates pure, clean energy.



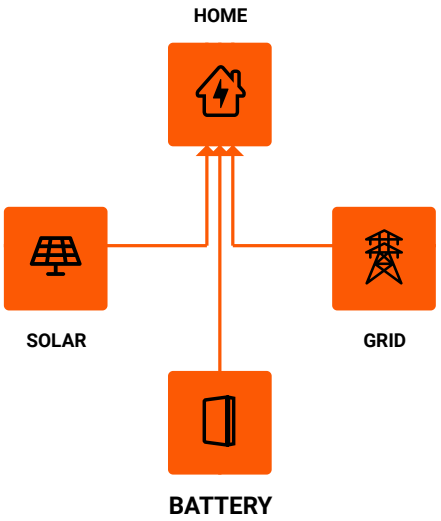
Each Year		Over System Lifetime		
22%	1 tons	32,697km	210	23
Consumption Offset	of CO_2 reduced per year (all energy)	Car distance avoided (lifetime, all energy)	Trees planted (all energy)	Long haul flights avoided (all energy)

How your system works

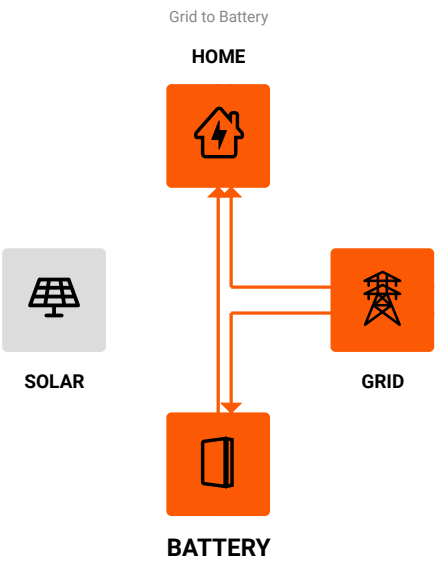
Generating Excess Solar



Partially Offset Usage



Night



About HIVE

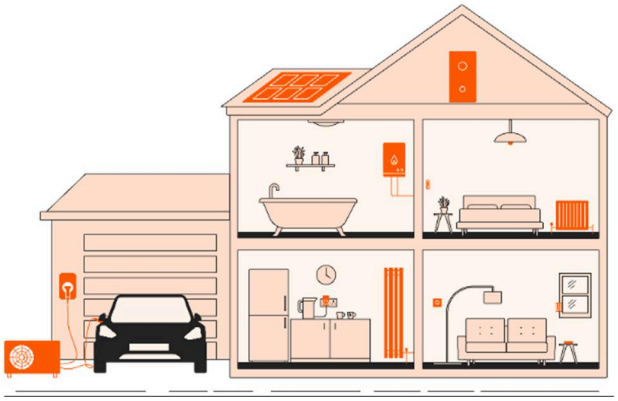
About HIVE

About Hive

Welcome to a whole new world of home energy. Since 2013, Hive has been developing smart eco-tech to help you live greener, lower your bills and run your home like never before. That's things like award-winning heating controls, intelligent EV charging and so much more. And it's all easily managed using their intuitive Hive app.

With Hive Solar, you'll enjoy full control of your system at your fingertips – including real time updates and detailed insights into everything you've generated, stored and sold. But that's not all. You'll also unlock their exclusive energy offer to help cut your electricity bills.

Discover more at hivehome.com



Why choose Hive Solar?

Unlock exclusive savings

Save up to on electricity bills with solar panels, a home battery and exclusive tariffs.

Advanced insights made simple

See what you're generating, storing and selling with the Hive app – and track your savings too.

One app for your whole home

Manage your solar panels, smart heating, EV charging and more, all in one place.

Harness your solar power with the Hive app

The Hive app connects seamlessly to your solar panels and battery, making it even easier to stay in total control of your home energy.

- Get an instant overview of how much electricity your panels are generating at any time with Live Energy Flow.
- Keep track of how much you've generated, stored and sold by day, month or in total with the Insights tab.
- Sync it to your electricity tariff for real time information on energy costs, past bills and how much you've saved.

FAQ Updates

How do I connect my solar panels and battery to the Hive app?

During your installation, we'll supply and fit a Hive Bridge and a Hive Hub (if you don't already have one) at no extra cost. These allow you to connect your solar panels and battery to the Hive app. Then once everything's installed, our experts will help you set everything up – so you'll be ready to manage your new solar system straight away.

Does Hive install my solar equipment?

No, Infinity Renewables will take care of your purchase and installation. As part of that, we'll fit and connect a Hive Bridge and Hive Hub (if you don't already have one) to allow you to control everything in the Hive app.

OpenSolar

This proposal has been prepared by Infinity Renewables Group Ltd - HIVE using tools from OpenSolar. Please visit www.opensolar.com/proposal-disclaimer for additional disclosures from OpenSolar.

Certificate of Signature

Reference number: OS-SIGN-00908066-416CB5E8
Document seal: e528f3c99d6463fb2817655d2fb8de95d9427bce287317bc043c171b95986873

Signer	Timestamp	Signature
CUSTOMER **James Wilkins** jwwilkins@hotmail.co.uk Shared via: Online checkout Authentication: Organisation account	SIGNED 04 NOV 2026 16:48:14 GMT Drawn signature	 IP address: 85.255.17.45 Location: GB

PROPOSAL SENT BY

Infinity Renewables Group Ltd - HIVE

Sent: 04 NOV 2026 16:48:14 GMT · **Via:** Online checkout

Activity timeline	Time (GMT)	Status
Email Invitation Sent	04 NOV 2026 14:40:06 GMT	Recorded
Customer Read Invitation Email	04 NOV 2026 15:54:34 GMT	Recorded
Customer Viewed Online Proposal	04 NOV 2026 15:57:29 GMT	Recorded
Signed	04 NOV 2026 16:48:14 GMT	Online checkout
Customer Accepted Online Proposal	04 NOV 2026 16:48:15 GMT	Recorded
Proposal Link Sharing Enabled	04 NOV 2026 16:48:22 GMT	Recorded

Signed with OpenSolar
OpenSolar is a solar design and proposal platform trusted by installers worldwide.

Signatures completed: 1 of 1
Electronic records: Terms accepted on 04 NOV 2026 15:57:50 GMT

Accepted terms fingerprint: f753633efca49a4b0a88d634f3578cba
Verification reference: 1b761251-9f9a-40bd-9048-57a06bcb5d3a

Q-INFINITY
RENEWABLES GROUP



TERMS & CONDITIONS

Proposal prepared for: James Wilkins

Installation Address: 2 Swanage Road, London, England SW18 2DY

Thank you for asking Infinity Renewables Group to provide you with a proposal for a microgeneration system.

Infinity Renewables Group is one of the fastest growing solar companies in the UK, having installed Solar PV on over 12,000 homes, yet still running as a family business. We are a proudly UK owned company, on a mission to make renewable energy readily available to everyone. We pride ourselves on being market leaders by continuously keeping on the forefront of the latest research and technology.

Here at Infinity Renewables Group, we believe in making a positive change by using safe sources of energy to power our world. Our organisation is strongly committed to making a difference in the fight against climate change and see solar power as the future of energy for generations to come. We are fully committed to supporting the environment and working towards a carbon-neutral society.

As well as our consultation and products, we differentiate through quality control, employing teams of installers and tradesmen and never using third parties. Our installers are handpicked to ensure every customer receives a professional service and that only the highest of standards are met.

We are proud members of HIES, EPVS, NICEIC, MCS, FCA, QMP and TRUSTMARK amongst other qualifications. We continually keep our team trained to the highest standards in this ever-evolving market.

Infinity Renewables Group Ltd is a member of the HIES which is backed up by the Trading Standards Institute.

As an approved accredited MCS installer, Infinity Renewables Group Ltd Group is audited annually by NICEIC who ensure that our procedures and installations are to the highest standard of the

Microgeneration Certification Scheme. Our registration number is NIC3109158. More information can be found at www.microgenerationcertification.org

Before you go ahead:

Planning Permission and Building Control
If your property is a listed building or you are in a conservation area you may need planning permission. You are responsible for contacting your local planning authority to obtain confirmation that planning permission is not required.

Roof Structure
We believe your roof is suitable for the proposed installation. You may want to obtain an independent opinion on the condition of your roof for the proposed installation and it is recommended that you pay for a Structural Engineers Report.

Insurance
It is recommended that you inform your property insurers about the proposed installation to check if it will increase your buildings insurance premium.

Infinity Renewables Group has appropriate insurance to cover possible third-party damage, which may be caused by any of our activities in supplying a small-scale energy generator to you. We are insured by Simply Business.

Data protection
Please be assured Infinity Renewables Group will keep information about you in accordance with data protection legislation and will not pass information to any third party without your permission. Our Privacy Policy is available here https://infinity-renewables.com/privacy-policy/

Your installation

1. Timetable for Works

We will agree installation dates with you in writing after the order has been confirmed and we have received your deposit, if we have asked you for one. It usually takes 3 days to install a system, including the erection and removal of scaffolding. Your installation will usually take place within 2-12 weeks of receiving your order, subject to work load and availability of materials.

Please note: We do not normally start any work until the end of your 14 day cancellation period. If you want us to start work sooner for any reason, please be aware that you must ask for this in writing. For more information about your right to cancel the contract see the 'Cancellation Period and your right to cancel' in your quote document.

2. Commissioning the system

We will commission your system in line with MCS installation standards to ensure that the system is safe, has been installed in accordance with documented procedures and manufacturer's requirements and is operating correctly in accordance with the system design.

Following testing, commissioning and DNO approval of the system, a full handover pack will be provided to you within 10 days.

3. After Sales Support and Maintenance

Solar PV Systems have no moving parts so they require very little maintenance. However, they are not completely maintenance free and a yearly check of the system is recommended. Our maintenance contract is an optional extra service. Details of this can be requested separately and additional charges may be incurred.

For any after sales support please feel free to contact our Technical Support team on 0800 0868 068 and select option 2 or email us on technical-support@infinity-renewables.com

4. Guarantees

Your equipment is guaranteed by its manufacturer.

- 25 years for solar panels
- 10 years (Fox & Tesla)
- 10 years (Fox & Tesla)

Any products damaged during installation shall be replaced free of charge. We guarantee our workmanship for 10 years from date of install. This workmanship warranty will be transferable to the new legal owner of the property if it is sold during the warranty period.

Insurance Backed Guarantees

As members of the HIES Consumer Code (HIES), we are required to have arrangements in place so that your workmanship guarantee from us will still be honoured if we should go out of business during the guarantee period.

Your workmanship guarantee is protected via Safeworld Insurance Group UK (SWIG UK). You will receive an individual policy document in your name confirming this. Our HIES accreditation number is: IGR/A/1522

The Smart Export Guarantee (SEG)

We will register your installation on the MCS Installation database and send you the MCS Certificate as soon as possible and certainly no later than 10 days after the installation is commissioned.

If you are looking to register for a Smart Export tariff, you will need to send your MCS certificate and any other information that may be required to the licensed electricity supplier with whom you have contracted for their Smart Export tariff. You can read more information about the SEG from Ofgem, the energy regulator, here:

https://www.ofgem.gov.uk/environmental-programmes/smart-export-guarantee-seg/about-smart-expo rt-guarantee-seg

Ofgem's guidance for generators like you, is available at:
https://www.ofgem.gov.uk/environmental-programmes/smart-export-guarantee-seg/generators

The Solar Trade Association has a list of SEG tariffs currently on offer here:
https://www.solar-trade.org.uk/seg/

Infinity Renewables Group cannot be held responsible for any installations carried out where planning permission was required but not obtained and we cannot offer refunds in such cases.

Installation Information:

Customer Information	
Full Name	James Wilkins
Email	jwwilkins@hotmail.co.uk
Mobile	(44)+44 7725 630161
Address	2 Swanage Road, London, England SW18 2DY

System Information	
Equipment	12 x Jinko Solar Co., Ltd. 510 Watt Panels (JKM 510 54HL4M-BDV) 1 x H1-5.0-E-G2 (Fox ESS) 2 x EP12 Plus (Fox ESS) Tilt Racks (6 panels only)

Installation Totals:

Predicted Annual Output	6,120
Total Net	15429.2655199999 99
Total VAT at 0.00%	0
Total inc VAT	3856.31637999 99998
Deposit	None

Payable on commissioning:

We can accept payment by Debit Card or by Bank Transfer; payment can also be made by telephone. The final balance is due upon installation and commissioning.

Bank Details

Payee Name:	Infinity Renewables Group Ltd
Accounts Number:	71466151
Sort Code:	40-11-60

Please Note:

1. This quote is subject to change following a site visit.
2. If you request changes that involve us in additional time or cost after your survey, or if unforeseen additional works are required, we will provide you with a revised quote. Any additional charges will be based on the installer's rate of £45 per hour.
3. You may have additional costs to pay for planning permission, building control fee and /or a Structural Engineers Survey.
4. This quote excludes any unforeseen electrical or structural work required for our installers to complete a compliant installation. Any additional works that are discovered outside of the quote provided will be communicated before work is commenced, and you will be offered the opportunity to cancel your order. A full refund of your deposit will be provided, if one has been paid.
5. We enclose a copy of Infinity Renewables Groups terms of business with this quote. Please read this carefully.

Accepting Your Quotation

Please sign your proposed quotation form that has been sent to your email via our design software Open Solar. We will then contact you to arrange an installation date if we haven't already specified it within the documentation.

By signing your proposal you are confirming that the works will be completed as specified, Infinity Renewables Group Ltd will test and commission your Solar PV system, which will be performed in line with the Microgeneration Certification Scheme standards, the manufacturers installation requirements, and ensure safe system operation. Should unexpected works arise, we will liaise with you and determine an acceptable way forward. Any agreement made will be confirmed in writing before commencement.

Title in the goods shall not pass to the customer until they have been paid for in full upon receipt of the final invoice. Warranties will not come into effect until the products and services have been paid for in full.

This contract may act as a variation of a contract for installation, this is the final order form that can be adjusted by you up to 30 days before the installation date. If it is discovered that further modules or products can be fitted upon installation day, this will need to be treated as a new contract to install and will need to be quoted accordingly.

Upon acceptance of this install agreement, if you have registered through Solar Together you are also accepting the scheme set pricing if the quantity of products i.e., solar panels need to be changed upon installation day, this means for example 10 panels becomes 8 panels due to site specifics then the contract and invoice will be adjusted as per the set scheme pricing. If there are changes to the contract this will need to be agreed via a variation to contract and signed by all parties.

As every system has smart Wi-Fi access, it is important to ensure that a suitable Wi-Fi network is available and accessible (passwords available) at the inverter installation location. We cannot be held responsible for a poor Wi-Fi signal at the install location. If this is not the case, then the Infinity may leave behind an instruction manual and/or remote telephone support for the customer and will have no responsibility for completing the connection with the monitoring system.

All products and installers must be MCS certified for you to qualify for the Smart Export Guarantee scheme.

Our proposed system qualifies for SEG payments. You will be responsible to apply and complete the necessary applications to your chosen energy provider in order to receive the SEG.

By signing you are confirming your order of the system detailed on the Online Quotation Proposal. Please retain the quotation for your records.

We/I confirm the order for the products and installation services specified.

We/I agree to the total cost and payment terms set out above.

We/I have read and agree to abide by the Terms and Conditions of the Contract provided.

Cancellation Period and your right to cancel

You have the right to cancel this contract during the 'cancellation period' without giving any reason.

Your cancellation period – the time you have to change your mind and cancel the contract without any penalty - starts when you sign the contract and ends 14 days after all of the goods relating to the contract have been delivered to you.

To exercise the right to cancel, you must inform us Infinity Renewables Group, 3rd Floor, The Pinnacle, Station Way, Crawley RH10 1JH, 08000 868 068 or contracts@infinity-renewables.com of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). You may use the attached model cancellation form, but it is not obligatory.

If you cancel within the cancellation period, we will return any deposit you may have paid in full. If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel.

Effects of cancellation within the cancellation period

If you cancel this contract within the cancellation period, we will reimburse to you all payments received from you. If you cancel this contract within the cancellation period but after delivery of some or all of the goods, then we will reimburse to you all payments for delivery charges unless you specifically requested an enhanced delivery costing more than our normal service. In which case we will only reimburse the price of our normal delivery charges.

If you cancel this contract within the cancellation period but after delivery of some or all of the goods then:

You may have to bear some or all of the cost of returning the goods. The cost is estimated at a maximum of approximately £1,500.00.

We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied; or
- if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

Starting the installation before the end of the cancellation period

We do not normally start any work until the end of your cancellation period, that is 14 days after the last part of the goods relating to the contract is delivered to you. If you want us to start work sooner for any reason, please be aware that you must ask for this in writing and you should describe why you need the work to start within the cancellation period.

Should you later decide to cancel the contract within your 14 day cancellation period, then you will have to pay reasonable charges for goods and services supplied up to the date that you cancel and for making good your property.

Predicted System Performance for Solar PV Installations

The UK Microgeneration Certification Scheme (MCS) requires all certified companies to give an assessment of solar PV system performance based on the standard MCS procedure in Microgeneration Installation Standard MIS3002, Issue 3.5 and Issue 4.0 from 16 March 2021.

Important Note: The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the standard MCS procedure and is given as guidance only. It should not be considered as a guarantee of performance.

The Solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have a significant effect on the amount of energy that is self-consumed so this figure should not be considered as a guarantee of the amount of energy that will be self-consumed.

To calculate your system power production, we take:

- the size of your system (in kWp)

- how much solar radiation the system is estimated to get (the 'solar radiation input factor' or Kk for short). We use official tables to estimate this which take into account your postcode region, the inclination (or tilt) of your roof and its orientation (which direction it faces)

- how much shading there is on the system (the 'shade factor' or SF), such as from surrounding trees, chimneys, shadow from nearby buildings). If there is no shading, the SF equals 1. If SF is < 1.0 we have estimated this using the sunpath diagram enclosed.

In addition, we estimate the proportion of this output that you can be expected to consume on-site ('self-consumption') in the first year in kWh. In accordance with MCS guidance, this estimate is based on your estimated annual use of electricity and also on your household's pattern of being at home or not during the day in comparison with certain 'archetypes'. You have told us that your household's 'occupancy' is closest to the following 'archetype': Home half day.

The calculation we do is:

kWp (size of system) x Kk (solar radiation input factor) x SF (shade factor)

Please refer to your online proposal for your performance summary, roof calculations and sun path diagrams.

Your system is predicted to produce:

Disclaimers

1. Shading will be present on your system that will reduce its output to the factor stated. This factor was calculated using the MCS shading methodology and we believe that this will yield results within 10% of the actual annual energy estimate for most systems.

2. 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.

3. If we have had to estimate or take remotely any of the factors that affect this estimate, we will carry out a full site survey before installation commences. If this survey results in a lower performance estimate than in this quote, then we will issue you with a new quotation and you will have a new Cancellation Period in line with your Cancellation Rights set out in the contract in which to consider it.

Getting the most out of your solar PV system

Based on your current bills, your electricity requirement is 20072 per year. (Compare this to the average medium-use UK household which uses 2,900 kWh of electricity each year, according to latest figures available from energy regulator Ofgem.) You will be able to meet some of this requirement in daylight hours with the electricity generated by your solar PV system. The more you can use electricity in the daytime, when the system is generating, the more you can save on the electricity you need to buy (or 'import') from your electricity company.

Even if you are not at home during most of the day, you could put your appliances (such as washing machines and dishwashers) on timers to run during daylight hours. The average washing machine runs through hundreds of cycles a year and a typical 7kg machine will cost typically between £25 – £35 a year to run (source: Energy Saving Trust). So you could save that just by doing your washing in daylight hours. Running other appliances when the solar PV is generating will also save you money.

Smart Export Guarantee

If you use some of the electricity that your panels generate in daylight hours, you will save on your electricity bill because you will be able to use less electricity from your electricity supplier (see 'Getting the most out of your PV system', above)

You may also be able to get paid for any electricity that your system generates that you do not use in your home but instead feed in or 'export' to the electricity grid. Under the Smart Export Guarantee (SEG) scheme, certain energy suppliers must offer to pay you for this exported electricity. The SEG is a payment from your chosen provider for the kilowatt hours (kWh) of electricity that your Solar PV system generates but which you don't use or store in your home and which is instead fed back (or 'exported') into the electricity grid. Your export meter will measure how many kWh you export and the electricity supplier you sign up with will pay you for this export at the rate per kWh you and the supplier agree. They may ask you to provide an MCS certificate to prove your installation meets the required standard for you to receive the SEG.

For more information about the SEG from Ofgem, the energy regulator, see: https://www.ofgem.gov.uk/environmental-programmes/smart-export-guarantee-seg/about-smart-expo rt-guarantee-seg

For Ofgem's guidance for generators like you, see: https://www.ofgem.gov.uk/environmental-programmes/smart-export-guarantee-seg/generators

The Solar Trade Association has a list of SEG tariffs currently on offer here: https://www.solar-trade.org.uk/seg/

Benefits	
Installed system size	6.120
Estimated annual system output using standard MCS procedure	4,319

Getting more information:

More information about renewable energy and its benefits can be found by visiting the Energy Saving Trust website: www.energysavingtrust.org.uk

This proposal is prepared in accordance with HIES and more information can be located by visiting HIES website: https://www.hiesscheme.org.uk/ or by reading the enclosed leaflet.

Summary of goods & works provided:

Infinity Renewables Group Ltd t/a Infinity Renewables Group will supply, design, and install your Solar PV system as described in our proposal. In addition, all systems will be installed and designed in accordance with the relevant small scale embedded energy (SSEG, engineering recommendation G98 or G99, and the Installation of Photovoltaic Systems, as published by the Microgeneration Certification Scheme (MCS).

Unless we have otherwise indicated, our proposal includes provision of the following: Access equipment, installation of Solar PV mounting system, all electrical and cabling connections, installation of all required components to the manufacture specifications.

We will liaise with your local District Network Operator, issue your MCS certificate of conformity, and notify your local building control office of conformity under Part P.

We will use protective coverings whilst working within your property and remove all waste packaging at the end of the installation.

Planning Permission Confirmation:

You may have additional costs to pay for planning permission, building control fee and /or a Structural Engineers Survey. By signing this Customer Order Form, you are confirming that you have received Planning Permission or a Building Warrant for the proposed installation or ascertained that these are not required. We cannot be held responsible for any installations where Planning Permission or a Building Warrant was required but not obtained, and no refunds will be offered.

Structural integrity & insurance:

Unless otherwise stated, we believe that the structure is suitable for the installation of Solar PV.

We recommend that you inform your building insurers of the proposed installation of Solar PV. Your insurer may, in some instances, require an additional premium.

Infinity Renewables Group Ltd t/a Infinity Renewables Group has insurance to cover and mitigate any third party losses and/or damage which may be caused by any of our activities involving the supply and installation of your Solar PV system. A copy of our insurance certificate is available on request.

Workmanship Guarantee:

We guarantee that the installation will be carried out using a level of reasonable care and skill. The guarantee period for the installation services shall be 10 years from completion of the installation services.

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 you the charge for the relevant part of the installation service (or a proportionate part of such charge).

This Workmanship Guarantee will only apply:

- If the product has been installed by us and has been properly used and maintained throughout the guarantee period
- If you have informed us of the alleged defect within the guarantee period and within a reasonable period of discovery

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 guarantee.

Where we have installed a system in a property that is sold within the guarantee period the guarantee will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

This guarantee 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.

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). This guarantee does not replace or limit your legal rights to bring a claim against us as the retailer of the goods supplied.

System commissioning & handover:

Infinity Renewables Group Ltd t/a Infinity Renewables Group will test and commission your Solar PV system, which will be performed in line with the Microgeneration Certification Scheme standards, the manufacturers installation requirements, and ensure safe system operation. Following testing, commissioning and full DNO approval of the system, a handover pack will be provided to you within 10 days.

We enclose a copy of Infinity Renewables Group's terms of business/contract with this quote. Please read this carefully.

Complaints Procedure for Infinity Renewables Group Ltd.

Our Policy:

All our staff are aware of our complaints procedure and know what to do if a complaint is received.

- If you have a complaint regarding a member of staff or the products and services we have provided, we want to know about it and will endeavour to resolve as quickly as possible.
- We aim to investigate all complaints fairly, efficiently and in a reasonable timeframe. All complaints will be handled in a consistent manner.
- Complaints will be treated sensitively, confidentially and in accordance with the RECC Scheme Rules and Code of Practice, which is the Consumer Code we adhere to (You will have received a copy of these with your contract) and in line with the General Data Protection Regulation (GDPR).
- We aim to resolve complaints effectively and will ask whether you are satisfied with the resolution and if your complaint was handled fairly and appropriately.
- We view complaints as positive feedback and, where appropriate, will act constructively to avoid a recurrence. Complaints are reviewed regularly to identify trends, which we may need to investigate further.
- Complaints can be made verbally (by telephone or in person) and by email or letter. When we receive a complaint Jake Heys will record it in the complaints log.
- Your complaint will be delegated to a suitable member of staff for investigation. They will acknowledge in writing within 3 working days of receipt, confirming who they are and when you can expect a further response.
- We endeavour to complete investigations and reach a satisfactory resolution within two weeks of receipt. In the unlikely event that the investigation takes longer, we will send you a progress report with an anticipated date for a final response, not more than 2 weeks later.

- The final response will contain details of actions taken during the investigation, the findings and resolution.
- If at any time you are not satisfied with how we are handling your complaint, you may refer your case to HIES, to request mediation, by telephoning 020 7981 0850 or alternatively, via the HIES website https://www.hiesscheme.org.uk/contact/
- If all avenues have been exhausted and you remain unhappy, you can refer your case to The Ombudsman, who is entirely independent.
- The implementation of this policy and overall responsibility lies with senior management, who will review on a regular basis and update if necessary.

Adopted on 10th November 2025 Last reviewed 10th November 2025

How to make a complaint

Stage 1.

We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally. As such please contact us as soon as possible if you have a grievance. If you contact us by telephone or in person, make a note of the person you have spoken to. Make a note of any resolution offered immediately and whether you are satisfied with the outcome. If you are not happy with the resolution offered, you may take the complaint to the formal stage.

Stage 2.

Record your complaint in writing and send to Infinity Renewables Group Ltd. 3rd Floor, The Pinnacle, Station Way, Crawley, RH10 1JH. You will receive an acknowledgment within 3 working days of receipt of your written complaint. Please include your telephone number and email address. We may contact you by telephone to ensure that we have understood your complaint properly. Your complaint will be recorded in our complaints' log and assigned for investigation. You will receive a detailed response within 14 working days of receipt of your complaint, unless the investigation takes longer, which may involve a site visit. In which case you will receive a progress report and an expected date for when you will receive a final reply. This will be no longer than 14 working days later.

Stage 3.

In the event of an unresolvable issue, You can refer Your case to Our nominated alternative dispute resolution provider through HIES. HIES can be contacted at Solutions House, Business & Technology Centre, Euxton Ln, Euxton, Chorley PR7 6TE or by submitting a complaint via there website: https://qaschemesupportservices.formstack.com/forms/installer_complaint or emailing: complaints@schemes.org.uk.

Model Form of Letter of Authority - For the purpose of your Distribution Network Application

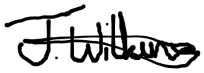
To whom it may concern,

Re: 2 Swanage Road, London, England SW18 2DY grid application.

I/We James Wilkins , confirm that we are the legal and registered owner/ occupier of the land situated at the above address. Our property is outlined in red on the enclosed plan, which is attached to the Distribution Network Application.

I/We would like to confirm that we have appointed Infinity Renewables Group Ltd as the developer of the Solar PV on our land and hereby grant permission for them or any consultant that they may authorise to seek and apply for a grid connection on our land for the purpose of connecting a confirm type of technology project to the local electricity distribution network.

Signature



Name: James Wilkins

Address: 2 Swanage Road, London, England SW18 2DY

Date: 4th November 2026

Express Request for Work to Commence

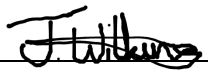
By signing and returning this document you are providing your agreement in writing to enable us to commence work within the cancellation period which starts when the customer signs the contract and ends 14-days after all of the goods relating to the contract are delivered to the customer's home.

Please note: if you consent for work to begin within the cancellation period and you later exercise your right to cancel you will be liable for the cost of work performed up to the point of cancellation. You will also lose the right to cancel the contract within the cancellation period when the installation is completely finished. When this occurs the company can charge the full contract price.

To: Infinity Renewables Group Ltd., 3rd Floor, The Pinnacle, Station Way, Crawley RH10 1JH

I/We understand that signing this document does not affect my/our right to cancel the contract in the cancellation period which starts when I/we sign the contract and ends 14-days after all of the goods relating to the contract are delivered to my/our home.

I/We hereby give express consent for Infinity Renewables Group Ltd to commence work on the agreed installation date.

Name:	James Wilkins
Address:	2 Swanage Road, London, England SW18 2DY
Signature:	
Date:	4th November 2026

Cancelling this Contract

Please see the information about your right to cancel this contract in our quotation.

If you do want to cancel your contract, you must let us know in a clear statement (e.g., a letter sent by post, fax, or e-mail). You may use the cancellation form below to do this, but you do not have to use it.

Cancellation Form

To:

Infinity Renewables Group Ltd t/a Infinity Renewables Group Pinnacle, Station Way Crawley West Sussex RH10 1JH

I/We _____, hereby give notice that I/We, _____ cancel my/our contract of sale of the following goods_____/ for the supply of the following service _____, Ordered on _____/ received on _____.

Name:	
Address:	
Signature:	
Date:	

Estimated Energy Usage and Tariff Assumptions Waiver

Where a full and verified electricity bill has not been provided, we have used an estimated annual electricity usage figure based on the information available at the time of proposal.
For the purposes of system design, performance modelling, and indicative savings calculations, the following assumptions have been used:

Estimated annual electricity usage: 20072
Electricity unit rate (day): 0.27
Electricity unit rate (evening if applicable): None
Standing charge: 15.65

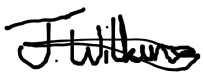
These figures have been used to prepare your solar proposal and submit it to EPVS (Energy Performance Validation Scheme).

Please note:
• The electricity usage figure is an estimate and may not reflect actual annual consumption
• Usage and savings may vary due to seasonal patterns, lifestyle changes, and household energy habits
• Electricity tariffs are subject to change and are outside of our control
• For the most accurate information, you should verify your annual usage with your energy supplier

By signing below, you confirm that you understand and agree to the use of the estimated electricity usage and tariff figures above for the purposes of your solar agreement and EPVS submission. Any projected savings shown are indicative only and not guaranteed.

Client acceptance:

Name: James Wilkins

Signature: 

Date: 11/04/26

Model Terms & Conditions B – Contracts Made in The Consumer's Home Or Away From Trade Premises

Interpretation

1. These are the Terms, which together with the Order comprise the Contract. Within these Terms, the following definitions shall apply to the defined words and expressions, unless the context requires otherwise:

Commencement Date: means the date on which both parties agree the Order in accordance with clause 4 and at which point the Contract is formed.

Contract: means the legally binding contract between You and Us comprising of these Terms and the Order which comes into force on the Commencement Date and on which We shall supply Goods and Services to You.

CRA: means the Consumer Rights Act 2015.

Delivery Date: means the estimated date that We aim to deliver the Goods and commence Your installation or as varied from time to time in accordance with these Terms.

Emergency Works: means any work required by You to be carried out in an emergency, such as where Your property has been damaged by a storm, is not watertight, or the health and safety of You or Your family is at risk.

Goods: means the items specified in the Order that We have agreed to supply to You.

Installation Plan: means the plan which We will produce to explain what is going to happen, any health and safety issues that You need to be aware of, advise You about any preparations that You may need to make (such as moving furniture or valuables or clearing space), the arrangements for access to Your property by the installation team, any special instructions to protect Your children or pets and what We will be doing with waste and materials that We need to take away.

Marketing Materials: means brochures, drawings, illustrations, literature, samples or other such marketing materials.

Order: means the detailed description of the Goods and Services that You require Us to supply to You and any documents referred to therein.

Order Confirmation: means the action by Us, in writing, of accepting the Order.

Preparatory Work: means any work that We are contracted to do prior to installation of the Goods.

Price: means the total amount that You are contracted to pay to Us for the Goods and Services as shown on the Order.

Services: means the delivery, installation and professional services specified in the Order that

We have agreed to provide to You.

We, Us, Our: means Infinity Renewables Group Ltd., a private limited company registered in England with the Registered Number 11154487 whose registered/trading address is 3rd Floor, The Pinnacle, Station Way, Crawley, RH10 1JH.

You, Your: means the person(s) whose details are set out in the Order.

2. You should read these Terms carefully and check that the information shown in the Order is correct. We intend to rely on these Terms, so if You require any changes to them, please ask for the change to be confirmed in writing and prior to the Contract being formed.

3. Your statutory rights as a consumer are set out in legislation and nothing in this Contract, or any of Our Marketing Materials shall affect any of Your statutory rights.

Commencement

4. To signify acceptance of the Order and the Terms and to form the Contract, the Order shall be signed by both parties.

Information we are Required to Give you

5. The price of the goods and a breakdown, where appropriate, of how that price has been reached, including:

- Delivery charges (if any)
- VAT charges (and how you may deal with changes in vat rates)
- Any statutory fees (such as planning consent fees) and who pays them Any charges for credit
- Any other costed items and whether optional or mandatory

6. If you have given the customer any special offer, inducement, or incentive as part of the deal, you must include that on the order and explain in your terms any terms and conditions associated with that deal

7. add information on the availability of price and linked goods and services, such as routine servicing and phone helplines

Specification of Goods

8. The Goods are described in the Order.

9. We may have shown You Marketing Materials to provide You with an approximate idea of the goods, layout or positioning that they describe. Although we have made every effort to display the Goods correctly, they may vary slightly from the colour or composition shown. All specifications are approximate only and are subject to normal margins of tolerance for the materials and installation in question.

10. We have taken measurements for your Goods to enable Us to order the right materials to complete your order. It may be necessary for us to carry out a survey to verify our measurements and to develop an Installation Plan (see Preparatory Work).

Performance Calculations

11. We have estimated the energy performance calculations and provided these with Your quotation. Our standard calculations are based on standard calculations approved for use by the microgeneration certification scheme. Where We have referred to energy inflation or other statistical information, We have used information publicly available from the Office for National Statistics.

12. The performance of energy systems is impossible to predict with certainty due to the variability in fuels and energy sources, climatic variations, local obstructions or environmental conditions and differences from

location to location. The estimates provided in this contract are for guidance only and must not be considered as a guarantee of performance.

Preparatory or Emergency Work

13. We will commence work on preparing the Goods for delivery and developing an Installation Plan from the Commencement Date. We may, at Our discretion, wait until Your right to change Your mind elapses (see Rights to Change Your Mind).

14. Our preparatory work may include a survey of Your property, assessment for an Energy Performance Certificate (EPC) or any other preparatory matter. Our fees and charges for preparatory work are clearly shown on the Order. By placing the Order, You give Us permission to go ahead with any Preparatory Work specified in the Order. If You change Your mind and cancel the Contract after commencement of these Preparatory Works, You will be charged a reasonable proportion of the fees shown for them on the Order.

15. If You have requested Emergency Works, this will be clearly shown on the Order and You shall be deemed to have given Us permission to commence with these Emergency Works straight away. In this case We may take temporary action to make Your property safe, secure and watertight, before completing a full repair or replacement as set out in the Order You understand that this means You cannot change Your mind and cancel the Contract in respect of those Emergency Works.

Variations

16. We may need to make minor changes to the Goods specified on the Order if there is a change in laws, regulatory or technical requirements or improvements. These changes will not adversely affect the use or nature of the Goods.

17. You may ask Us to make changes to the specification of the Goods in advance of delivery. We will then advise You if Your requested change is possible and any consequences of that, including to the Price, the Delivery Date or anything else. Any agreed change will be confirmed by Us in writing.

18. During Our Preparatory Work (perhaps as a result of a survey or as a result of Your EPC assessment), it may be necessary to make more substantial changes to the Order. We will discuss these with You to determine if the change is possible and any consequences of that, including the Price, the Delivery Date or anything else. If significant changes are required, We will place the Contract on hold for up to 14 days to enable You to consider whether or not You wish to proceed. At the end of 14 days, if no agreement on changes is reached, the Contract will be terminated. You will receive a refund of any deposit paid within a further 14 days less, at Our discretion, any fees and charges due for the Preparatory Work completed so far. Any agreed change will be confirmed by Us in writing.

Changing Your Mind

19. You have the right to change your mind and cancel this Contract within 14 days from the date of completion of Your installation without giving any reason. This does not apply to the extent that the Contract includes Emergency Works.

20. To change Your mind and cancel the Contract in accordance with the above clause You should tell Us as quickly as possible and confirm this in writing. We have supplied a tear off slip below which You can use, but You do not need to. You can notify Us by any means (see Contact Us).

21. You should think carefully about the consequences of cancelling the Contract at different stages. However, you may change Your mind and cancel the Contract from the Commencement Date to 14 days after the date of completion of Your installation. This is over and above Your statutory rights.

22. If no Goods have been provided or Services carried out (including any Preparatory Work), You may change your mind and cancel the Contract, in which case You will receive a full refund of any monies paid within a further 14 days.

23. If We have commenced with the provision of the Services (including any Preparatory Work) on the Contract, You may change Your mind and cancel the Contract, however We may charge You reasonable fees, provided:

- it is a reasonable reflection of the value of the work that has been carried out; and
- You gave us permission (by agreeing to this Contract) to proceed within the cancellation period.

24. If We have completed (or partially completed an installation) You should think carefully about the consequences of cancelling the Contract at this stage. We will return to Your property to remove the Goods and You must allow Us to do so. You should plan carefully for this. We will carefully remove the Goods and leave Your property safe, secure and watertight. It is likely to be impossible to refit Your old goods back into the property and We are under no obligation to do so. However, We will ensure that any gas or water pipes are safely capped off and Your property boarded up or sealed so that it is temporarily protected from bad weather. We will charge You reasonable fees for the work done so far and the reduced value of the Goods. If the work has been completed, this could mean that you could be charged a significant proportion of the agreed price.

Delivery and Installation

25. Any additional delivery or installation costs will be shown on the Order (or any agreed variation to it), otherwise Your delivery and installation costs are included in the Price.

26. We aim to complete the delivery and installation on or about the Delivery Date, but We will liaise with You over any reasonable changes to that. For the avoidance of doubt time is not of the essence in respect of the Delivery Date.

27. If a change or delay is caused by something that is within Our reasonable control, We will notify You as soon as reasonably possible and agree with You an alternate Delivery Date. We will take steps to minimise the delay and, if the delay lasts for more than 60 days from the original Delivery Date (unless You have asked for a longer period), We will allow You to cancel the Contract. You will receive a refund of any deposit paid within a further 14 days less, at Our discretion, any fees and charges due for the Preparatory Work completed so far.

28. If a change or delay is caused by something that is not within Our reasonable control (see Events Outside Our Control), We will notify You as soon as reasonably possible and the change or delay and the reasons for it. We will take steps to minimise the delay, but We may, if necessary, suspend the performance of the Contract until that event is over and the matter back within Our reasonable control.

29. We will prepare for You an Installation Plan. You will be asked to sign a copy of Your Installation Plan and this will be giving Your consent for Us to proceed with the delivery and installation of the Goods.

30. Each installation is different and the specific requirements for Your installation will be set out in Your Installation Plan, but generally:

- You permit Us (Our installation team and contractors) safe access to, around and egress from the installation site at all reasonable times and, unless otherwise stated in Your Installation Plan and agreed by You, between the hours of 08:00 and 18:00.
- You agree to have relocated any television systems at or near to the energy systems installation.
- You agree to provide Us (Our installation team and contractors) with access to a toilet, hot and cold running water and reasonable use of Your power supply whilst on site.

31. We will ensure that there is adequate sheeting, protective covering and barriers to prevent unnecessary damage to Your home. This includes for the prevention, as far as is reasonably practicable, of the spread of dust or rubble.

32. Infinity Renewables Group Ltd will be responsible for the removal of waste.

33. It is possible that a problem with Your property will become apparent during the course of the installation. This could include structural defects, underground obstructions, presence of asbestos or hidden cabling. We will draw this to Your attention as soon as possible and agree with You a plan to resolve the problem, if possible, which may involve You bringing in other contractors which will be at Your expense or additional costs to Your planned works.

Permission and Approvals

34. You are responsible for gaining any necessary approvals including but not limited to any planning permissions, building regulations, local authority permits and approvals, landlord approval or deed of covenant. By permitting Us to provide the Goods and carry out the Services You warrant to Us that this has been done.

35. We are responsible for the registration of Your installation with HIES.

Obtaining Ownership of the Goods

36. You take responsibility for the risk of damage or loss to the Goods from the date that We complete the Services.

37. You obtain title (ownership) of the Goods when We receive payment of the Price in full without any set-offer or counterclaim or a properly executed finance agreement is in place with a finance provider who will pay Us for the Goods and Services on Your behalf. However, in the event that You enter into a finance agreement please be aware that there may be terms governing title (ownership) as between You and the finance provider.

Insurers

38. It is the customers responsibility to notify the customers household buildings or content insurers, should such be required. of any change to the property bought about by the works and in so far as the same Is Insurable to ensure appropriate insurance cover is affected. The customer is strongly recommended to check the insurance policy. schedule and terms and conditions to see if such notification Is required and if there is any doubt the customer should notify the insurers in writing of the proposed works before such works commence.

Payment Terms

39. The full Price is shown clearly on the Order. We may amend the Price, by agreement with You, following a survey or any other additional matters that arise in the course of delivering the Services.

40. You will pay for the Goods and Services as follows:

- Once the Goods have been manufactured, they will be assigned to You. On completion of the installation, You will pay the balance of any sums due on the day of completion.

41. We accept payment by bank transfer, debit card.

42. The non-payment of any payments due by the relevant due date, may incur additional charges. We may levy interest at a rate of up to 8% above the base rate of the Bank of England. Any interest due will be calculated and added to Your bill and accrue from the date on which payment was due to the date of payment whether before or after any judgment. We may also add any legal, debt recovery or processing fees to the amount due.

Defective Goods or Service

43. We make every effort to supply and fit Goods to Your complete satisfaction. However, if You have a concern or complaint about the Goods or Service, please let Us know as soon as possible (See Contact Us).

44. If You do identify a fault or problem with the Goods, You agree to give Us a chance to put things right. We will investigate the fault, which may include coming back to Your property if necessary. You agree to cooperate with Us to enable Us access to Your property and to resolve Your complaint.

45. We do not accept liability for the following faults with Your installation:

- any damage caused by You following the completion of installation,
- any damage caused by You, or anyone acting for You, in attempting to repair the fault without Our consent,
- any damage caused by fair wear and tear of the Goods.

46. If Your product is made from wood, this is a natural product which is subject to imperfections, knots and blemishes. It can also differ in colour and shade. We cannot accept responsibility for such blemishes.

47. The installation of Your product could make Your property more thermally and energy efficient. However, a by-product of this can be additional condensation either on the surface of the glass (but not between the panes), the surface of the frames and elsewhere in Your home. This is related to the need for adequate ventilation. We will advise You about how to improve the free flow of air around Your property, which will reduce condensation, but We cannot accept responsibility for problems with condensation.

48. The CRA states that if You have a problem with the Services, then You can ask Us to repeat or fix the Services if it's not carried out with reasonable care and skill or get some money back if We can't fix it.

49. The CRA states that the Goods must be as described, fit for purpose and of satisfactory quality. If the goods do not meet these requirements:

- within 30 days then You are entitled to a refund,
- after 30 days but within 6 months then if We are unable to repair or replace the Goods, then You are entitled to a full refund or
- after 6 months but within 6 years then if the Goods do not last for a reasonable period of time, then You may be entitled to some money back.

50. If You reject the Goods and seek a full refund, We will return to Your property to remove the Goods and You must allow Us to do so. You should plan carefully for this. We will carefully remove the Goods and leave Your property safe, secure and watertight. It is likely to be impossible to refit Your old goods back into the property

and We are under no obligation to do so. However, We will ensure that any gas or water pipes are safely capped off and Your property boarded up or sealed so that it is temporarily protected from bad weather.

51. The Goods may have a manufacturers guarantee and, if the fault is a manufacturing fault, We will work with the manufacturer to repair or replace the Goods. For convenience, many manufacturers prefer to deal directly with You if it is a manufacturing fault, but We retain primary responsibility for resolving Your concern or complaint.

Workmanship Guarantee

52. We are required under the HIES Code to provide you with a Workmanship Guarantee.

53. We guarantee all work will be carried out by installers using reasonable care and skill. They will use a level of reasonable care and skill as it is reasonable for you to expect. The guarantee period for the installation services shall be *10 years* from completion of the installation services. Further terms of the Workmanship Guarantee will be provided to you in our your separate workmanship guarantee document.

54. The Workmanship Guarantee will be underwritten with an Insurance Backed Guarantee, You will be entitled to claim on this insurance policy should We cease to trade and not be in a position to honour such a guarantee.

55. We will ensure that if a property changes ownership there will be no charge to transfer any workmanship guarantee to the new owners of the property.

56. We will register the completion date of the Contract with QMP within 7 days of completion in order that an Insurance Backed Guarantee is issued to You to underwrite the workmanship guarantee.

Complaints

57. In the event of a complaint please contact Us as soon as possible (see Contact Us).

58. A copy of our complaints policy is available upon request.

Dispute Resolution

59. In the event of an unresolvable issue, You can refer Your case to Our nominated alternative dispute resolution provider through HIES HIES can be contacted at:

HIES Consumer Code

Address: Solutions House, Business & Technology Centre, Euxton Ln, Euxton, Chorley PR7 6TE

Telephone: 0344 324 5242 Email:info@schemes.org.uk or complaints@schemes.org.uk

60. The parties agree that, in the event of a dispute, We will exclusively attempt to resolve the dispute through using RECC's alternative dispute resolution services.

61. If we are unable to resolve the dispute through mediation, the complaint can be referred by HIES to The Dispute Resolution Ombudsman, who is entirely independent of HIES.

62. This Contract is subject to the applicable laws of England, Wales, Scotland and Northern Ireland and subject to the agreement of the parties to attempt to resolve a dispute through alternative dispute resolution, the courts of England and Wales shall have exclusive jurisdiction to hear any dispute arising from this Contract.

63. If any court, ombudsman or any other competent authority decides that any aspect of any term of this Contract is invalid or unenforceable, that aspect of that term shall be severed from the Contract and shall have no effect on the remainder of the Contract.

Limitation of Liability

64. Either party shall be liable for any death or personal injury caused by its negligence or any negligence of its subcontractors, any fraud or fraudulent misrepresentation committed by it and for any other loss or damage suffered by the other party which is a direct consequence of the relevant party's breach of its obligations under this Contract and whether in contract, tort (including negligence), breach of statutory duty or otherwise. In the event of loss or damage, the party suffering the loss or damage shall be required to take reasonable steps to mitigate the loss or damage.

Events Outside our Control

65. We will not be liable for the consequences of any events that are outside of Our reasonable control and which includes, but is not limited to:

- Civil commotion, civil war, riot, invasion, armed conflict, terrorist attack or threat of terrorist attack, war or threat or preparation for war,
- Acts of God, collapse of buildings, fire, explosion, inclement weather, storm, flood, subsidence, drought, epidemic or natural disaster,
- Impossibility of use of railways, shipping, aircraft, motor transport or other means of public or private transport,
- Impossibility of use of public or private utility networks or telecommunications,
- The acts, decrees, legislation, regulations or restrictions of any government, whether national or local or
- Strikes or labour unrest (other than in relation to Our own employees).

66. The obligations of the parties under this Contract are suspended for the period for which such a Specified Event continues and extended for the duration of that period.

Transfer of Rights and Third Parties

67. In the event that Infinity Renewables Group Ltd. ceases to trade and not be in a position to honour Our obligations under this Contract, we may transfer Our rights and obligations under this Contract to a suitably qualified third party of Our choosing. We will tell You in writing if this happens and We will ensure that the transfer will not affect Your rights under this Contract.

68. You may not transfer Your rights and obligations under this Contract to any other person without Our consent. Except that, if We are in default of any award made by Our nominated alternative dispute resolution provider You may transfer Your rights to HIES for the purpose of recovering that award from Us.

69. This Contract is between You and Us. To the extent permitted by law, no third party has any rights to enforce any of the terms of this Contract.

Using Your Personal Information

70. We will use the personal information You provide to Us in accordance with the Data Protection Act 2018, General Data Protection Regulations and more specifically to:

1. Supply the Goods and Services to You,

2. Process any payments that You make for the Goods and Services, including if necessary, conducting credit reference check,

3. Register Your installation with any relevant bodies, including your insurance backed guarantee and any competent person scheme,

4. Address any concerns or complaints that You have about the Goods and Services, including liaison with RECC or The Dispute Resolution Ombudsman where the law requires Us to share.

71. On the Order, We have asked You to indicate whether or not You will allow Us to send You information about Our future Products and Services. We will use Your information in accordance with Your wishes and You may notify us of any changes to those wishes (See Contact Us).

Contact Us

72. If you need to write to us, you may do so at:

3RD FLOOR
THE PINNACLE
STATION WAY
CRAWLEY
RH10 1JH

Email: **contracts@infinity-renewables.com**

If you need to call us, you may do so by calling: **0800 086 8068**

DATASHEET

H1(G2)/AC1(G2)

SINGLE-PHASE **HYBRID/AC INVERTER**



HIGH VOLTAGE

Includes high-voltage batteries for maximum round-trip effciency.

EASY INSTALLATION

Flexible configuration, plug and play set-up, built-in fuse protection.

IP65 RATED

Engineered to last with maximum flexibility. Suitable for outdoor installation.

REMOTE MONITORING

Monitor your system remotely via smartphone app or web portal.



Advanced System Monitoring
with FoxCloud **V2.0**

REFINED - POWERFUL - FLEXIBLE

up to **6kW** charge/ discharge



Harness the power of the sun day and night with the ground-breaking range of Hybrid & AC inverter from Fox ESS. Full of advanced features and compatible with our very own range of high-voltage batteries, the hybrid range from Fox ESS.

3kW ••• 6kW

For more information about the Fox ESS range, visit:
www.fox-ess.com

TECHNICAL SPECIFICATIONS

MODEL	H1-3.0-E-G2 AC1-3.0-E-G2	H1-3.7-E-G2 AC1-3.7-E-G2	H1-4.6-E-G2 AC1-4.6-E-G2	H1-5.0-E-G2 AC1-5.0-E-G2	H1-6.0-E-G2 AC1-6.0-E-G2
INPUT PV (ONLY FOR HYBRID)					
Max. PV Array Power [Wp]	6000	7400	9200	10000	12000
Max. Input Power [W]	4500	5500	6900	7500	9000
Max. Input Voltage [V]			600		
Start-up Input Voltage [V]			75		
Rated Input Voltage [V]			360		
MPPT Operating Voltage Range [V]			80 ~ 550		
Max. Input Current [A]			16 / 16		
Max. Short-circuit Current [A]			20 / 20		
No. of Independent MPP Trackers			2		
No. of Strings per MPP Tracker			1		
BATTERY CONNECTION					
Battery Type			Lithium Battery (LFP)		
Battery Voltage [V]			80 ~ 480		
Max. Charge/Discharge Current [A]			40		
Communication Interface			CAN(communicate with inverter, upgrade BMS)		
AC INPUT AND OUTPUT (GRID)					
Max. AC Input Power [VA]	6000	7680	9200	10000	12000
Max. AC Input Current (per phase) [A]	27.3	34.9	41.8	45.5	54.5
Rated Output Power [W]	3000	3680	4600	5000	6000
Max. Output Apparent Power [VA]	3300	4048/3680[1]	5060	5500	6600
Rated Output Current (per phase) [A]	13.6	16.7/16[1]	20.9	22.7	27.3
Rated Output Current (per phase) [A](For AUS)	13.0	16.0	20.0	21.7	26.1
Max. Output Current [A]	15.0	18.4	23.0	25.0	30.0
Rated Grid Voltage [V]			220/230/240		
Rated Grid Frequency [Hz]			50/60		
Power Factor			1 (Adjustable from 0.8 leading to 0.8 lagging)		
THDi [%]			<3 @rated power		
EPS OUTPUT (WITH BATTERY)					
Max. Output Apparent Power [VA]	3000	3680	4600	5000	6000
Rated Output Power [W]	3000	3680	4600	5000	6000
Peak Output Apparent Power (60s) [VA]	3600	4400	5500	6000	7200
Max. Current (per phase) [A]	13.6	16.7	20.9	22.7	27.3
Rated Output Voltage [V]			220/230/240		
Rated Output Frequency [Hz]			50/60		
Power Factor			1 (Adjustable from 0.8 leading to 0.8 lagging)		
THDv (linear Load) [%]			<2 @rated power		
Parallel operation [PCS]			10		
Switch time [ms]			<20		
EFFICIENCY					
Euro Efficiency [%]	95.26	95.70	96.23	96.30	96.33
Max. Efficiency [%]	97.01	97.08	97.04	97.08	97.08
Max. Battery Charge Efficiency (PV to BAT) (@full load) [%]			98.50		
Max. Battery Discharge Efficiency (BAT to AC) (@full load) [%]			97.00		
PROTECTION					
Insulation Monitoring			YES		
Residual Current Monitoring			YES		
DC Reverse Polarity Protection			YES		
Anti-islanding Protection			YES		
AC Short-circuit Protection			YES		
AC Overcurrent/Overvoltage Protection			YES		
DC Switch			YES		
Battery Wake-up Function			YES		
SPD			DC: Type II /AC: Type III		
AFCI			YES		
GENERAL DATA					
Dimensions (W*H*D) [mm]			434*418*185		
Weight [kg]			22		
Installation			Wall-Mounted		
Topology			Non-isolated		
Cooling Method			Natural		
Noise Emission [dB]			35		
Max. Operating Altitude [m]			2000		
Operating Temperature Range [°C]			-25 ~ 60		
Humidity (No Condensation) [%]			0 ~ 100		
Ingress protection			IP65		
Standby consumption[W]			＜15		
Monitoring Module			WiFi, LAN(Optional) , 4G(Optional)		
Communication			RS485, DRM, Ripple Control, USB, CAN		
Display			LCD, App, Website		
STANDARD COMPLIANCE (MORE AVAILABLE UPON REQUEST)					
Safety			EN 62109-1, EN 62109-2		
Grid Regulation			G98, G99, EN50549, AS / NZS 4777.2		

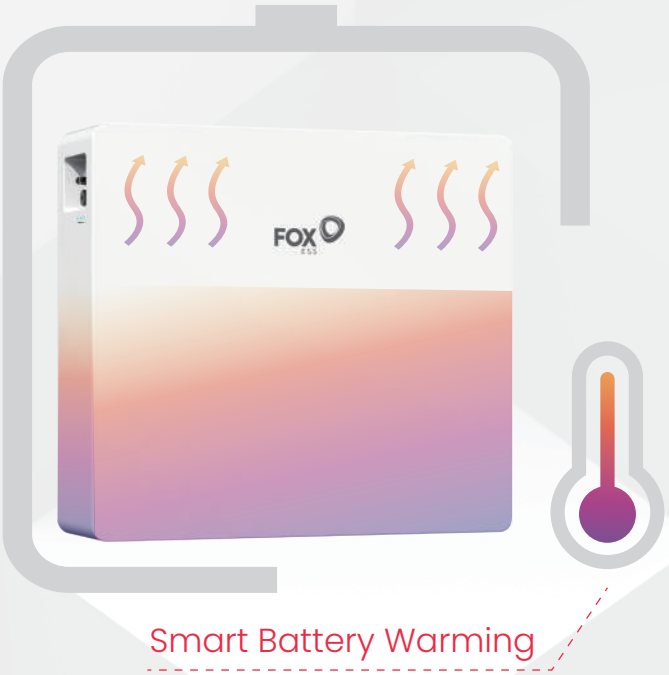
* More technical characteristics are avaliable on demand and customized.
1. 3680 for G98.

FOX ESS

DATASHEET

EP12

HIGH VOLTAGE STORAGE BATTERY



Smart Battery Warming

- Scalable to 46.08kWh
- 90% Depth of Discharge
- Floor or Wall Mounting
- Compact & Easy Installation
- IP65 Protection Level
- High Voltage and High Efficiency

BATTERY WARMING | SAFETY RELIABLE | EASY INSTALLATION | HIGH EFFICIENCY | EXPANDABLE SYSTEM | 90% DOD | BUILT-IN FIRE SUPPRESSION

The EP12 is a high-performance, scalable battery storage system, allows for maximum flexibility, making it suitable for a broad range of storage applications.

Additional batteries can be installed in parallel allowing for a maximum storage capacity of 46.08kWh.



For more information about the Fox ESS range, visit:
www.fox-ess.com

TECHNICAL SPECIFICATIONS

SYSTEM NAME	EP12
MODEL	**EP12 Plus**
ELECTRICAL CHARACTERISTICS	
Compatible PCS	All Series of H1, KH, H3, H3-Pro, US
Battery Type	LFP ($LiFePO_4$)
Nominal Energy [kWh]	11.52
Nominal Voltage [V]	384
Operating Voltage [V]	348 ~ 438
Max.Charge/Discharge Current [A][*1]	30
Recommend Charge Current [A]	15
Peak Discharge Current [A]	65 @60s
Peak Charge Current [A]	36 @5s
Battery Pack Round-Trip Efficiency [%]	≥95
Depth of Discharge [%]	90
Communication	CAN
Display	LED*5
Scalability	Max. 4 Units in Parallel
OPERATING CONDITIONS	
Installation Location	Outdoor/ Indoor
Operating Temperature [°C]	Charge: -25 ~ 55 Discharge: -25 ~ 55
Storage Temperature [°C]	-10 ~ 40
Cooling Method	Natural Convection
Humidity [%]	5 ~ 95 (No Condensation)
Altitude [m]	Max. 3,000
MECHANICAL CHARACTERISTICS	
Dimensions (W*H*D) [mm]	710*640*185
Weight [kg]	98
CERTIFICATES	
Safety	IEC62619
EMC	EN IEC 61000-6-1/2/3/4
Transportation	UN38.3
Ingress Protection	IP65

*1, The current is affected by temperature, cell voltage and SOC.