



New Age Innovation  
The Old Courthouse,  
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RM17 5DD

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## New Age Innovation LTD

### Solar PV System Maintenance and Cover Terms & Conditions

#### 1. Introduction

##### 1.1 Solar PV System Maintenance and Cover.

The following paragraphs explain the Terms and Conditions for Solar PV System Maintenance and Cover. This document forms the basis of a contract between you and New Age Innovation Ltd. It is therefore important that you read this document carefully. If you have any queries, please call us on Tel: 0203 936 3785.

##### 1.2 Eligibility

New Age Innovation Solar PV System Maintenance and Cover is applicable to privately owned domestic properties and is not available for commercial properties. In addition, this cover is only available to customers who own the solar PV system in its entirety and is not suitable for those on a landlord leasehold scheme through third-party ownership. Systems installed under a rent a roof scheme or provided by a landlord are usually covered under a maintenance scheme provided by the owner of the system. It is your responsibility to check that you are not already covered before entering a maintenance agreement with New Age Innovation Ltd. No refunds will be given should it later be found to be covered by a 3rd party. Please ensure you are the owner and sole beneficiary of your solar PV system. The cover is in relation to the working state of the products. This means only the working parts will be covered with this cover.

##### 1.3 Commencement of Cover

Once your application has been accepted, we will email or write to you to confirm your contract start date. This confirmation will include a Customer Reference number. Please note that you are not permitted to make any claims or callouts on your maintenance plan until after 30 Days. Where possible, we will not issue a contract start date until the initial assessment is completed.

#### Initial Assessment

The initial assessment will be carried out by a fully qualified engineer and who will conduct the following checks:

- Visual inspection of all panels
- Solar Inverters
- Inspect 1 or all inverters, ensuring fully operational



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- Check generation reading
- Check cable connection
- Voltage and current check
- Photovoltaic module string tests
- Junction box, isolator, distribution board and cabling inspection
- Meter check
- Labelling/schematic check
- Energy production analysis
- Roof condition alert
- Check cabling and connections from Solar PV system to mains supply

Please note, where any faults or defects are identified during the initial assessment, the customer will be informed and advised of the measures required to rectify the issue in advance of the service contract start date.

#### 1.4 Types of Cover

### Gold Package

#### Telephone Support

You will receive remote telephone support Monday to Friday 9am to 5pm. Outside of these hours, you can open a ticket on our support system. Telephone support is provided by our team of expert engineers and is free and unlimited.

#### Call Outs

Where it is possible to determine the cause of a fault using remote tools, we will source replacement parts ahead of the engineer visit to avoid multiple callouts for the same issue and to minimise disruption.

#### Replacement Parts

The gold package covers you for the replacement of ancillary parts only - including (but not limited to) AC/DC isolation switches, generation meters, cables/junction boxes, WiFi/communication devices (where they are installed independently of the inverter), circuit breakers and fuses. Inverters, chargers, modules, batteries, immersion controllers and V/O devices are NOT covered, however where faulty items are still within the manufacturer's warranty period, New Age Innovation will source replacements under warranty and will install within the scope of this agreement for a call out charge. In this instance, you must



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provide a receipt/proof of purchase for us to claim successfully on the manufacturer's warranty.

## Platinum Package

### Telephone Support

You will receive remote telephone support Monday to Friday 9am to 5pm. Outside of these hours, you can open a ticket on our support system. Telephone support is provided by our team of expert engineers and is free and unlimited.

### Callouts

The Platinum package allows 2 emergency callouts per year however, efforts will be made prior to any site visit to diagnose faults remotely. Where it is possible to determine the cause of a fault using remote tools, we will source replacement parts ahead of the visit to avoid multiple callouts for the same issue and to minimise disruption.

### Replacement Parts

The Platinum package covers you for the replacement of the following parts and devices - AC/DC isolation switches, generation meters, cables/junction boxes, immersion controllers, WiFi/communication devices (where they are installed independently of the inverter), circuit breakers and fuses, solar inverters and solar modules. Where devices are still within the manufacturer's warranty period, New Age Innovation will source replacements from the manufacturer.

Please note: This package does not cover the replacement of battery chargers and batteries (except where they have been installed by New Age Innovation Ltd). Where faults/defects are identified with a battery system, and where these devices are covered by a manufacturer's warranty, New Age Innovation Ltd will source replacements under the warranty and will install under the terms of service agreement for no additional charge. In this instance, you must provide a receipt/proof of purchase for us to claim successfully on the manufacturer's warranty.

### 1.5 Annual Inspections

All of New Age Innovation Ltd's care packages include a biannual inspection.

Inspections are normally undertaken Monday to Friday, 9am to 5pm, and are typically carried out approximately 24 months from your last service. If you ignore the recommended service schedule of your solar PV system and suffer a breakdown as a result of a lack of servicing and/or maintenance, then the subsequent repairs may-not be covered.

During the annual inspection, the engineer will perform the following checks:



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- Visual inspection of all panels
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## 2. Exclusions

Any alterations, additions or upgrades made to your solar PV system by a 3rd party company, not authorised by New Age Innovation Ltd, will invalidate your maintenance contract and current call out and all labour charges may apply.

### General Exclusions

- Fire hazard.
- Acts that may be categorized as an act of god.
- Breakdown and/or failure, when it has previously been identified by an engineer (during a breakdown or service) that remedial/maintenance work is required to prevent a future breakdown.
- Any defect or failing which may be attributed to the original design.
- Any part of the solar PV system which is too difficult to access safely.
- Any event arising from circumstances where a fault is determined to have been present prior to the commencement of cover.
- Costs incurred where you have been advised of the need to carry out permanent repair work to avoid repetitive situations leading to a breakdown and/or failure. Such work will need to be carried out at your own expense.
- Any loss in the event of damage occurring where the property has remained unoccupied for 60 or more consecutive days. Normal day-to-day maintenance of the elements covered by your policy at your property, for which you are responsible.



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- Any liability for consequential loss whether as a result of a defect or malfunction of the solar PV system or arising from any goods, services, arrangements or advice provided by us or any agents acting on our behalf, unless through our or their negligence.
- Systems and/or equipment which has not been installed, serviced or maintained in accordance with established practice, statutory regulations, British Standards or manufacturer's instructions.
- Any defect, damage or breakdown caused through malicious or wilful action, negligence, misuse or third-party interference including any attempted repair or modification to the solar PV system.
- Any costs above the limits of cover. You are responsible for agreeing and settling these costs directly with the engineer.
- Any losses that are indirectly associated with the incident that caused you to claim, unless caused by our negligence or that of our agents. For example, loss of earnings due to time taken off work to deal with the incident will not be covered.
- The costs of any work carried out by you or contractors not authorised by us in advance.
- Any investigative work (such as CCTV), where the incident which caused you to claim has been resolved.
- Any defect, loss or damage occasioned by fire, lightning, explosion, tempest, flood, earthquake, impact or other extraneous causes.
- Any loss arising from subsidence, heave of the site or landslip caused by: bedding down of new structures; demolition or structural repairs or alterations to the property; faulty workmanship or the use of defective materials; river or coastal erosion.
- Any loss or damage arising as a consequence of: war, invasion, act of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot or civil disturbance; ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component.

### 3. General Conditions

We reserve the right to pre-inspect all solar PV systems and may not cover you if it is not in good working order, if parts are not available or your solar PV system does not meet our eligibility criteria.

If any recommended remedial or maintenance works notified during a solar PV system annual inspection and/or breakdown/failure call-out is not carried out within 28 days, or your solar PV system does not meet our eligibility criteria (for example if spare parts are no longer available), we may cancel your policy.



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Claims must be made via our Office or by telephone by you or a person calling on your behalf at the time of the breakdown and/or failure. We will not cover the costs of work carried out by contractors not authorised by us in advance.

For us to verify your cover, when calling, please have your policy number, name, address and postcode ready to quote. The approved engineer may also ask you to produce your Policy Summary when they arrive at your property.

We may change any of the terms upon which we provide the level of cover, or any other term whatsoever. Where this change benefits you, we will make the change immediately and notify you of the change within 28 days. In all other cases we will write to advise you of the change at least 28 days prior to any change taking effect.

We will not cover the cost of repairs needed because of design faults, or faults which existed before you entered into your agreement or which we could not identify using reasonable care and skill.

We will not cover the cost of repairs necessary due to accidental damage caused by you or a tenant. Where work is undertaken on your system by a third party, whether following our advice, which results in damage to that or another part of your system, the repair of any such damage will be excluded from your agreement.

We will not cover the cost of repairs or replacement for faults or damage of appliances or systems caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood, storm or other similar adverse weather conditions.

You should check your household insurance to make sure you have enough cover for these risks. Should parts not be readily available, we are not responsible for any delays caused by our suppliers or their agents in obtaining spare parts that are not immediately available.

Replacement parts are not provided on a "like for like" basis but are replaced with the industry standard equivalent. If the is damage to the solar PV system or any of its component parts is not easily accessible, the damage must be exposed prior to our engineer's attendance e.g. removal of plasterboard, lifting of floorboards etc.

We do not cover any component parts buried in concrete floors or walls. The commencement or continuation of service where there is a health and safety risk. For example, the presence of hazardous materials, infestation or any abuse (physical or verbal) to our staff or appointed representative will invalidate your cover.

Should parts not be readily available, we are not responsible for any delays caused by our suppliers or their agents in obtaining spare parts that are not immediately available.

The commencement or continuation of service where there is a health and safety risk. For example, the presence of hazardous materials, infestation or any abuse (physical or verbal) to our staff or appointed representative will invalidate your cover.



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## 4. Other Important Information

### 4.1 Appointments and access to your property

It is your responsibility to allow us access to your property. If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will tell you so that you may arrange another appointment. If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have been unable to carry out the service. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

### 4.2 Call Out Service

When an issue or fault with your solar PV system is reported, we will respond within one working day to assess the issue, and if possible, resolve using remote tools. Where a site visit is required, a qualified engineer will attend within two working days if (dependent on engineers diary.)

### 4.3 Your Cancellation Rights

The agreement is subject to a minimum term of 12 months for which you cannot cancel. Upon the expiry of the minimum contract term you can cancel at any time by submitting your instruction in writing. Should you wish to cancel your contract before the end of the 12month term. If you opt to pay by monthly direct debit, you will be required to pay any remaining balance.

### 4.4 Price Changes and Renewals

Your agreement price will not change until your renewal. We will write to tell you about any change in price and Direct Debit monthly instalment amounts. At renewal we will write to you to tell you about any changes to the Terms and Conditions or prices. If you pay by Direct Debit, we will automatically renew your agreement(s) annually until you notify us otherwise.

### 4.5 Our Cancellation Rights

We may cancel your agreement in the following circumstances: If we give you reasonable notice; If you have given false information; If you do not make an agreed payment.; If we find something wrong when we visit; or we have advised you that permanent repairs or improvements are needed to make sure your equipment or system works properly, and you do not follow our advice within a reasonable period. This advice may include replacing some component part of your system. (What constitutes a reasonable period will vary depending on the nature of the issue and the period could be short in the case of, for example, a safety issue); If we are not reasonably able to find parts to keep your system or appliance working safely; If circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue;

### 4.6 Third-party rights

Nobody other than you will be able to benefit from this agreement and cannot be passed to someone else without our agreement.



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#### **4.7 Terms of Contract**

For the avoidance of doubt, the contract is a contract for the provision of services by us to you and does not constitute a contract of insurance between you and us. This means that the contract is not regulated by the Financial Conduct Authority and also means that if you have any complaint relating to the Product that you have purchased and/or the services that we provide to you under this contract, you will not have the right to refer the complaint to the Financial Ombudsman Service. This contract and any matters or disputes arising from or in connection with it shall be governed by the laws of England and Wales in the nonexclusive jurisdiction of the Courts of England and Wales.

#### **4.8 Complaints**

We will always aim to do our best but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service or your products, please call us on 0203 936 378. or write to us at: The Old Courthouse, Orsett Road Grays RM175DD.