

1. Quotes are valid for 7 days from date of quotation (or as per specific arrangement with client). For any order received after either 7 days or the specific time period , Micasa has the right to re-quote, our client to then place the order on the revised price. If a contract has been signed , the contract will either refer to Micasa standard T&C's, then this T&C's will be binding . If the contract differ from our standard T&C's, it must clearly be stated in the contract and be signed by both parties - that the exchange rate clause is as per the Contract and not as per our standard T&C's.

The pricing done on jobs / projects are done on available information at the time. Due to a lot of variables such as site conditions and more that can change at any time, Micasa has the right to change pricing at any stage prior getting an official order. All pricing is only final after doing a official site assessment. If Micasa has received an official order and some variables change on a job / project , affecting our scope of work, we have the right to request a Variation order due to work outside the original scope of work.

1.a) If a deposit payment has been delayed for more than a week after the order, Micasa has the right to change the quoted price due to exchange rate and re-price on the current exchange rate.

1.b) On any project that is delayed and installation only takes place after 6 months of order, Micasa will have the right to seek compensation based on the CPI % due to labour and general cost increases;

2. A 70% deposit will be required on acceptance of a cash purchase before your project can commence. The balance will be invoiced on completion of the installation. Please note that if Micasa is appointed to manage the SSEG application , final payment can't be held back due to the application not being completed (that is due to the time for an application totally being out of our control due to the Municipal approval - that timeline varies from municipality to municipality).

3. All invoices are payable on 7 days from invoice. Any late payments will be subject to 3 percent interest being added to the final invoice per month of a late payment. This can differ if a specific contract was signed , but it must be clearly stated.

4. All goods remain the property of Micasa until paid for in full.

5. As roof types differ, Micasa are not able to take responsibility for frail roof tiles and excessive wiring inside the roof. Our staff are trained and experienced in moving around roof cavities but please notify us of any unknown hazards. Micasa uses standard construction methods to penetrate through roofs . If for some reason our client or a roof specialist does not approve of our method on the roof , it will be the responsibility of our client or his contractor to do the penetration on our behalf (or if we have do the penetration to seal the roof afterwards). If we do however to the penetration with out any issues from the client we take responsibility of the penetrations (using our standard methods).

6. The ceilings of some older building are sometimes in a poor condition. Our staff is well trained to work and move in roof cavities. If however we identify that the ceiling is in a poor condition we will notify you before we progress with any work, as we can not be held responsible for damage beyond our control.

7. With reference to the SANS standard, all geysers worked on have to comply with the required standards. What this means, in the case of retrofit conversion (when installing) if there are any irregularities with the geyser or connection thereof, Micasa will have to rectify this on order to conform. These additional components will be for your account. Components usually missing are - vacuum breakers, drip trays, TP valve run off pipes (need to be copper). Note the we will advice you in advance and will not carry on with work unless our client is in agreement with the additional work and cost to be carried out.

8. Micasa will not be held responsible for any issues relating to the non-compliance of an existing electrical network. If we identify any form of non compliance , we will immediately report that and not proceed with work until the issue has been resolved. Micasa can provide a quote based on the additional work required. Additional work required to be done on the existing network / distribution board will be for the clients account. Note that a valid COC is required before any of this additional work can be done. The additional work can include but not limited to : phase balancing on three phase systems, neutral faults / earth and ergonomics.

Micasa on most Jobs / Projects do allow for an electrical assessment of the properties - that will be shown on the scope of work, that is due to the excessive corruption on electrical certificates of compliance in general. The wiremen that we use to do these assessments will then identify the non compliant matters (if any) whereafter the wiremen will issue a report and quote to fix these issues and to be able to raise a electrical COC. All our work by default includes an electrical supplementary COC (only not applicable if the proposal specifically indicate that we have not included this) . For Micasa to issue the supplementary COC we need a valid initial COC.

Due to client delays at times, no electrical COC can prevent project payment as this is at the best of time outside of the control of Micasa.

9. Your electricity supply authority may have specific regulations for the commissioning of Embedded Generation , PV systems on their network. As the property owner you are responsible for adhering to any local regulations pertaining to your system. These rules and regulations differ from each municipality and we will aim to advice our clients to the best of our knowledge at the time. Please note that these bylaws change consistently. You have the option to appoint Micasa Smarthomes Smarthomes to manage the professional inspection and sign-off, of your system as required by your supply authority's application guidelines. The additional cost for this service will be R 6 850 + VAT for any residential projects, this can also be outsourced to any electrical engineer. For our medium & high voltage clients we will provide a specific price for this service. Note that for us to issue a COC for the amendments to your current electrical network, we will require your existing COC. If you do not currently have an electrical COC , Micasa Smarthomes Smarthomes can quote you separately for the site to be assessed where-after we will quote on any alterations that needs to be done. This clause applies if the COC and SSEG was not specifically quoted for (in some of our quotations the COCs and embedded generation are itemised and prices are given).

10. Any metering related or other costs imposed by the supply authority will be for the client's account.

11. Although we try to simulate your savings as accurately as possible, the stated savings from solar power are indicative and could be influenced (up or down) by a number of factors including: tariffs structures, future increases, climate, shading, changes to your home and your energy consumption behaviour. Micasa Smarthomes Smarthomes will not bear any responsibility for changes in tariff structures or policy that adversely affect the project paybacks.

12. The client is expected to add the price of the system to his / her home insurance coverage in order to cover against fire, theft and accidents. Please note that once the materials have been received on site by our client , the responsibility of the insurance of the product is transferred from Micasa to our client.

13. 2-year workmanship guarantee on all electrical installation work and 1-year on plumbing installation work apart from water connection points. Important to notice that Micasa Smarthomes takes full responsibility for any damage that is caused by any "poor" workmanship. Note that we guarantee any water connection point for 1 month after installation. If proven beyond any doubt however that a leak occurred due to our workmanship it will remain our responsibility to fix any damages (covered under the 1 year guarantee for plumbing).

Mechanical, electric and electronic equipment are covered by various manufacturers warranties and differ from product to product. As Micasa Smarthomes is a system integrator our systems normally comprises of a lot of different components with different warranties. All warranties are subject to manufacturer and will be handed over in digital format if requested. Our warrantee is a back-back agreement with the supplier of the component.

Any product failing within the warrantee period of the product will be covered by the manufacturer as per their T&C's . The labour cost to replace the component will however be charged to the client / home owner.

14. No cheques or cash deposit accepted, only cash or electronic transfer.

15. In general no refunds of payment will be given once the quote has been approved / signed. If for any good reason a project gets cancelled after deposit payment was done, a payment can be done back to our client but a 10% fee will apply to cover our administration cost.

16. Quotations by default excludes builders work, painting, scaffolding, rigging, waterproofing, core drilling, dedicated electrical supply & drain points and after hour labour. Micasa Smarthomes will clearly specify this in the quote should it be part of the scope of work.

17. Heat Pumps require unrestricted air flow across them and provision in the building structure needs to accommodate this.

18. Heat Pumps - 12 month Maintenance period after practical completion not included herein, available upon request.

19. The warranty on the Heat Pump is subject to annual maintenance / service by Micasa Smarthomes or any other registered company.

20. No BlueChem treatment has been allowed for, this is highly recommended.

21. No provision has been made for cable trays.

22. Micasa Smarthomes AI subscription is free for the first year, whereafter the subscription will be optional as per the standard Micasa Smarthomes AI terms and conditions.

23. Insurance of goods during transport are covered by Micasa Smarthomes, once on site the insurance are carried over to our client.

24. Micasa Smarthomes can't take any responsibility for any damage or maintenance work being caused by the utility's networks (a good example is a utility that drops the pressure in a water network , this can cause water to flow in the wrong direction that can cause blocked filters).

25. Excavation work - Micasa Smarthomes can't take any responsibility should any excavation work be delayed due to unforeseen geotechnical conditions. The cost of the delay and any other work to be done to rectify this will be discussed with the client and be seen as a variation order.

26. Quality of borehole water - We will design filtration systems based on our experience if no water quality test report has been made available to us. We strongly advise testing the water at a reputable laboratory - that report will help us on making sure the filtration design is correct. Note that should there be a sample report however and the water is found not to adhere to that quality afterwards (re-sampling the water from the borehole), we can't take any responsibility for that as water quality does change with time.

27. By default , for any datacapturing / monitoring devices it is the responsibility of our client to make sure the communication networks are stable and in good working condition. Micasa will specify under the scope of work specifically should we establish and maintain an interconnection - by default we connect to our clients internet connection, therefore the internet connection is not part of our scope work . Should we allow for 3G / 4G connections or any other type of connection we will do the necessary research on which network to use. The stability of the networks however is not something that Micasa can take responsibility for . If any network related issue is causing Micasa not to commission any system online no payment can be withheld . This issue will then be discussed by the Micasa Consultant , any cost related matters will be quoted on and client needs to give official permission . Once that is done - Micasa Smarthomes will proceed accordingly and get the site commissioned as soon as possible.

28. It is the home owners responsibility to adhere to municipal by-laws be-it water or electricity. These rules and regulations differ from each municipality and Micasa Smarthomes will aim to advice our clients to the best of our knowledge at the time. Please note that these bylaws change constantly.

29.. Micasa Smarthomes can't take any responsibility for any components in your existing electrical and water networks. Should we need to tap into those networks and we identify damaged components or components in need of maintenance we will immediately identify those and bring under the clients attention.

30. It is our client's responsibility to allow access to the location for installation purposes and to adhere to standard electrical and plumbing regulations, we need our clients to co-operate by:

- a) providing availability of required space on roof top or space on the property;
- b) certifying that the roof is in a good condition which can sustain the PV system and is safe to work on;
- c) certifying that the PV system can be connected safely to the current electrical system and the current electrical system is in conformity with the safety norms and regulations;
- d) Adhering to all standard plumbing and electrical regulations;

If Micasa has an official arrangement with a client to either attend a site assessment or start / proceed with work but our client cancel this arrangement within 48 hours of being on site or Micasa' client does not pitch up or open the premises , Micasa have the right to claim a call out fee to cover our administrative and operation losses , this will be billed at our standard tariffs at the time.

31. Although with our patented product AQUAi we do monitor filters and the UV lights to keep water at excellent quality, it remains the responsibility of the property owner to maintain the system. Micasa Smarthomes Property Investments take no responsibility for any health issue relating from non maintenance or issues arising due to rainwater and municipal water quality decreasing to due unforeseen conditions. Micasa Smarthomes will advice our clients when to change filters and UV lights and provide the service to do the constant maintenance on the water systems. Although we have the technology to assist home owners on maintaining water system, we can't take responsibility for the water quality due to the unknown nature of municipal supply and rain water. During normal conditions however the water quality of our systems are excellent as our designs are based on average municipal and rainwater conditions

32. It will be advisable to sample your borehole water. Once we have received the report from a registered lab we can advice what filtration is required . You can sample yourself and send to any registered lab or you can notify us and we will send you a quote for the sampling and reporting process.

33. The water from AQUAi is at an excellent quality for using in the whole house . We do however not advice clients to use as drinkable water due to rain water lacking some mineral (as it is distilled) . We will advice our clients which undercounter filtration can be used to add the necessary minerals back into the water for drinking purposes.

34. Greywater - Our greywater systems pump greywater at low pressure into the garden - lawns or plants. We can't take any responsibility for any damage caused on lawns or plants as the quality of the water is totally dependant on the user and we don't treat this water. We advice clients to use bio-digradable soaps that will not harm sensitive plants.

35. Note that "grey-water" is water coming from the bath, shower, laundry but not any kitchen water;

36. Rainwater harvesting - Micasa Smarthomes' rainwater harvesting only uses water from the gutters / roof. It is important that the "stormwater" coming from the roof is split from the surface running stormwater (where contamination is always a possibility). With new-builds we strongly recommend that the stormwater systems are split up. If our client request is to tie-into the stormwater line with water coming from the roof and paving / surface water , Micasa Smarthomes can't take any responsibility of the water quality.

37. Micasa Smarthomes Property Investments (Pty) Ltd reserves the right to delay the system commissioning if any payments are in arrears. The customer is aware that it is required to retain the invoice for the entire quotation for the life of the product, as this serves as a warrantee document from Micasa Smarthomes Property Investments (Pty) without which Micasa Smarthomes Property Investments (Pty) reserves the right to refuse to carry out any of its obligations in terms of the warrantee. The date of signature on this document by the customer shall constitute the acceptance date. Ownership of all goods will transfer to the client upon delivery to site and on receipt of payment in full. The warrantee terms will commence as from date of commissioning of the product, unless stated otherwise. The water and electrical quality must comply with SANS (for water SANS241 Class 1 water), and Micasa Smarthomes Property Investments (Pty) Ltd will and cannot accept any consequence to the systems for non-compliance to this in any way whatsoever now or in the future. Each and every additional call-out to site after official handover will be charged at an hourly rate excluding transport costs (charge separately). Should the property be used in a way that deviates from the information supplied by Micasa Smarthomes Property investments (Pty) Ltd, we distance yourself from the possible liability as it falls outside the scope of our information which formulated our design.

38. All Freight , insurance , permits etc. are for the clients account if not specified in the quotation.

39. Any cost related to Healthy & Safety inductions or training - site specific , will be claimed back as it is not part of our standard quotes (this only applies if we did not quote for H&S).

40. All goods ex-works CPT + JHB (if not specified in the quotation).

41. PV Panels have a 10 year product warranty and 25 year production warranty.

42. Prices are subject to change due to fluctuating market conditions. The exchange rate will be determined by the spot rate on the day the deposit is paid. Micasa reserves the right to quote in the case of extreme currency fluctuations and component availability or have the right to claim the difference in price due to the exchange rate variation.

43. Please call or email our offices for current pricing before ordering to verify the current prices after 2 weeks from date hereon.

44. For any automation products , Micasa will need that the live and Neutral wires are at the module - please take note especially for lighting ;

45. Micasa at times work in conjunction with other contractors. Micasa will then send through documentation showcasing the scope of work for each entity . Please note that the cost of any work - materials or labour , on these documents will be with the entity that is responsible for the work to be done. Therefor only the cost of the work under Micasa will be Micasa's responsibility and included in our quotation . Any other work must be quoted on by the responsible contractor.

46. Price is valid only upon signature of proforma invoice and receipt of down payment.

47. For water heating solutions the quality of water must be known as some tanks are prone to corrosion and long term damage if the water quality is not in line with standard drinking water that adhere to the SANS standards. If water do not comply with the standards Micasa Smarthomes will not be held liable for any damage caused.

48. All indicative pricing given is indicative . Once we have met with the building team and have the necessary discussions to finalize the scope we will then provide a final quote with final figures.

49. Should we experience any delays beyond our control due to our client the building team appointed, we will then in writing raise our concerns and request a variation order to cover the additional cost on our side;

50. Due to stock levels at time, there might be times where we need to revise the panel type or size to stay within time constraints . We will notify our clients should we not be able to supply the exact panel quoted on. The quotation will then be adjusted but we will always use the same quality panels , only the size and price might differ.

51. Should we find before or during project execution that there is a scope change beyond our control, we will immediately discuss this with our client and a VO (Variation order) will be raised if proven that the additional work was an unforeseen event. We will only progress with working on the variations once the VO has been approved. This signed VO will be saved on our Local server for easy reference in the future.

52. Handover packs (only on request) will only be handed over after final payment.

53. Please note that for any call-out, there will be a service fee charged if the fault/error is determined to not be on Micasa's side. If the fault/error is on Micasa's part of the works, the service fee will be waived. Note that for any products under guarantee Micasa honours the guarantees but the labour to replace the faulty products under warrantee will be for the account of our client.

54. All freight outside a 100km radius of Micasa Smarthomes;s office is for the client's account. Note that this clause only applies if the freight was not itemized in the quote.

55. A call out fee will be billed for any internet connection issues/changes.

If clients use borehole or ground water the water must be tested before hand to make sure it adheres to the standard requirements for HP's – if it adheres the warranties will be in place (note that the water must be tested every 6 months however). The quality of water entering water systems (and hot water systems specifically) can have a detrimental impact on all downstream equipment - including heat pumps, tanks, fittings, pipes etc.

Also note that if the water quality is not within spec (or change over a period of time) we will be able to see weather damage was caused due to water quality. Important to note that if the water quality is not what it should be , the clients general water network is at risk for corrosion – which can be a massive costly exercise – therefore to test the water is a process which covers your / our clients. Important to note that this testing must be done at least once every 6 months, as water qualities can change as water levels of underground borehole groundwater goes up and down.

The tests that has to be done to make sure the water adheres to our standard HP's are SANS 241 and also the Langelier tests – attached. Once we have received those tests we can confirm that the guarantees will be in place for the HP setup. If the water is not up to standard please let us know , we can send you the number of a filtration specialist that will assist to get the water up to standard (off course the water will have to be tested every 6 months and the filtration will need to be revised should the water qualities change).

57. No detailed design work will take place prior to receiving an order from our clients.

58. Installation will typically take place within 4 weeks of deposit for Solar PV and 6 weeks for battery systems for residential systems. Heat Pumps typically about 3 weeks after deposit payment , these are all indications and depends on the project and application . For larger projects a project plan will typically be supplied . For any other projects such as lighting or automation our operations team will conclude the time schedule. The Micasa Operations manager will confirm the final planning schedule with client always.

59. Battery backup times are highly dependent on loads within the house – high loads may cause batteries to cut out while energy is still available.

60. If Micasa does any upgrade work on existing systems, we will get the existing system / components to operate to maximum efficiency .If we do pick-up during our commissioning process that some of the old components are not operation as expected - we will bring this under the attention of our client and propose the corrective action. Micasa can't be held responsible for any old component not working , but we will advice based on the condition of the product.

61. No provision is made for ground/concrete works or fencing in the case of a ground-mounted system, or roof reinforcement and/or scaffolding in the case of a roof-mounted system. Any additional work, which could not be taken into account, will be negotiated separately, regarding any additional time and/or materials.

62. We are making no claims that Eskom will pay for exported solar energy in future.

63. We can not guarantee that all SARS renewable energy rebate claims will be successful, even though some of our clients have been claiming this rebate successfully. We are not liable for any unsuccessfull claims made by the client to SARS for materials and or installation costs regarding to the project.

64. In most municipalities there is currently either no regulations around exporting electricity to the grid, or such export is prohibited. For this reason Micasa strongly advises against exporting excess solar energy to the grid without the required permits, although some of our clients have chosen to export, and the inverters we supply conform to internationally recognized grid-export safety regulations. Micasa will not be liable if the client has been found guilty of such an offence.

65. Micasa reserve the right to requote in the case of extreme currency fluctuations and component availability. Micasa also reserve the right to issue a variation order if a thorough site inspection was not done beforehand. Variation orders may apply in cases such as restricted access for modules to get onto the roof, if inverter enclosures, walkways etc. are required and not specified and also if the tie-in point(s) are further from the modules than assumed in the proposal stage.

66. In the case of ground mount and carport systems the installation cost heavily depends on ground conditions. Therefore the price are subject to a thorough geotechnical report and it is assumed that there are no rocks, services and ground conditions that will impact the installation.

67. PV Commercial (specific) Unless specified otherwise:

No structural improvements are included in the scope of work. However provision can be made for a structural assessment, and report by a qualified professional engineer - this will be specified in the proposal. The proposal and price are subject to a roof inspection.

The supply/installation of an external lightning protection system is not included in this scope of work. However, provision for a lightning protection assessment, to determine the extent of protection required, for the solar PV system is included.

Tree trimming/removal is excluded from the scope of work. MV Transformers and/or MV switchgear are excluded.

68. Micasa by default includes in the pricing, Plumbing supplementary COC's for all Heat pump or Solar Thermal installations for Residential clients.

69. Micasa offers client service packages , please request this from our consultants. For any client that has not signed onto one of our service packages , we still over a dedicated support desk. Please report all issues to the following email : support@Micasa Smarthomes.co.za , our maintenance team will get into contact with you our standard T&C's applied with standard tariffs .

70. For any commercial project our standard quote EXCLUDES H&S costs, costs due to Micasa Smarthomes employees doing inductions as well as cost for site establishment . If we do not specifically address these in the BOQ , it is not part of our works and we will need to quote on this separately.

71. Cancellation of Projects, if a project is cancelled before site installations have started Micasa Smarthomes Smarthomes will invoice a standar R850 + VAT to cover our administration costs after receiving. Micasa Smarthomes also has the right to claim for the expenses occurred once our OPERATIONS team started working on a project and it is cancelled by our client. If our OPS team have done a site assessment for planning purposes , we will claim a call out, time spend on site and traveling to site . For projects where we have already done the designs , we will invoice these designs where-after we will hand it over to our client .

72. For any project sold without an official agreed SLA (Service Level agreement) , Micasa Smarthomes's standard support tariffs will be applicable for any support offered after commissioning of a site .

73. It is the responsibility of the end user to ensure proper maintenance of any equipment of any system . Please refer to the product manuals for guidance on preventative maintenance . Micasa do over various support solutions but the responsibility is with the client to ensure proper maintenance.

74. This clause relates to our electrical back-up solutions. Our standard pricing allows for adding selected circuits to the back-up inverters supply. Please note that our quotes do not allow for the splitting of current circuits neither for wiring dedicated circuits to supply dedicated loads. If that need is identified on site , there will be an additional quote supplied. There might be some proposals that includes this as part of the original scope BUT it will be clearly identified as part of the scope of work.

75. For any client that wants to upgrade on a Micasa system , the upgrade must be done by Micasa to keep the warranties in place (as we honour the warrantee's with a bumper to bumper structure with our suppliers). If a client wants to do an upgrade an not use Micasa either the warranties will be voided or the client needs to get official approval in writing from Micasa after careful consideration on the design and products used in the upgrade.

76. Micasa have the right to re-price should any scope of work change after a site assessment . Micasa will then notify the client of the change in scope of work and revise our pricing accordingly . Our client will then have the option to either accept the new proposal or abort the project , whereafter our clients deposit will be paid back. A management / cancellation fee might be charge depending on the reason of change of scope.

77. On Turn-key projects most of our engineering work is included in the project. If, for some reason we do engineering work prior receiving an order, we will not claim this work as it is already priced into the project. Should the project however not be awarded to Micasa for whatever reason, we will seek compensation for the design work done, the design will be handed over to our client (should it not already be with our client). We will seek compensation at industry standard tariffs.

78. It is the responsibility of the building owner (or main contractor on Construction projects) to allow safe anchoring on roofs. If there are no allowance made , Micasa will either allow for this in the proposal (and indicate this as a separate item) or quote separately .