

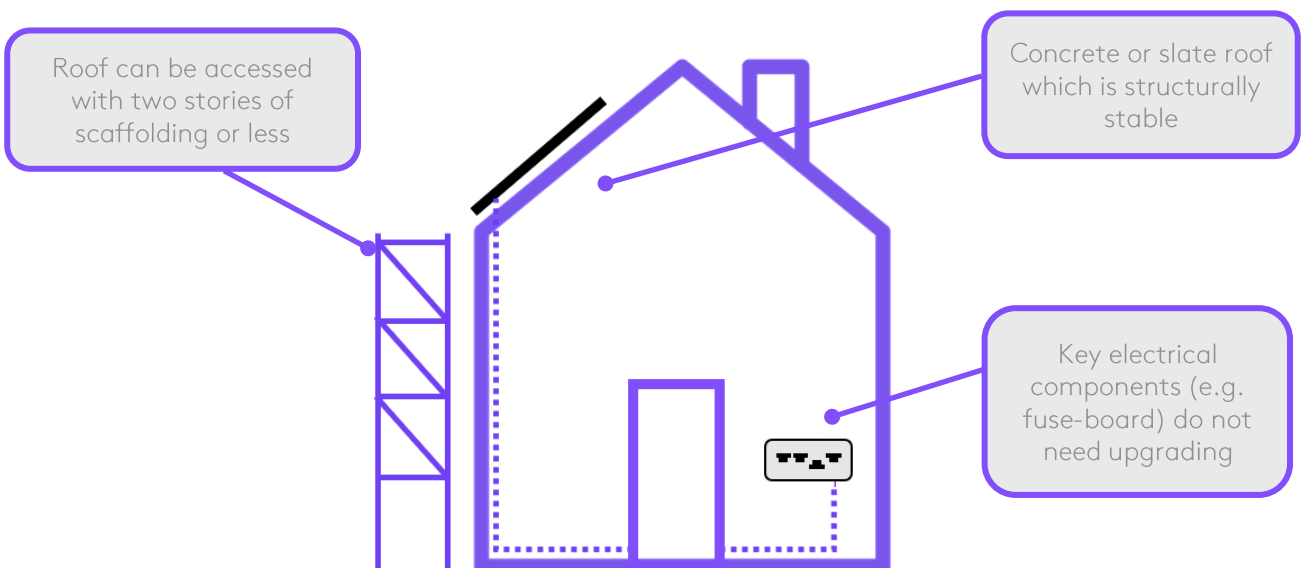
Guide to Standard Product Installations & Exceptions

Summary

Tonik Products start at a set price which covers both the products and a standard install. This document defines a standard installation and gives examples of exceptions which could add cost. To help us identify any exceptions prior to any install, we may ask you questions about your home or ask you to send us some photos as part of a remote home survey. If we identify an exception which results in a price change from an agreed amount, it is only fair that you will have the opportunity to receive a full refund or proceed to installation with the revised price.

Tonik Solar

What makes up a standard solar installation?



What are the exceptions to standard solar installations?

Common examples of exceptions include:

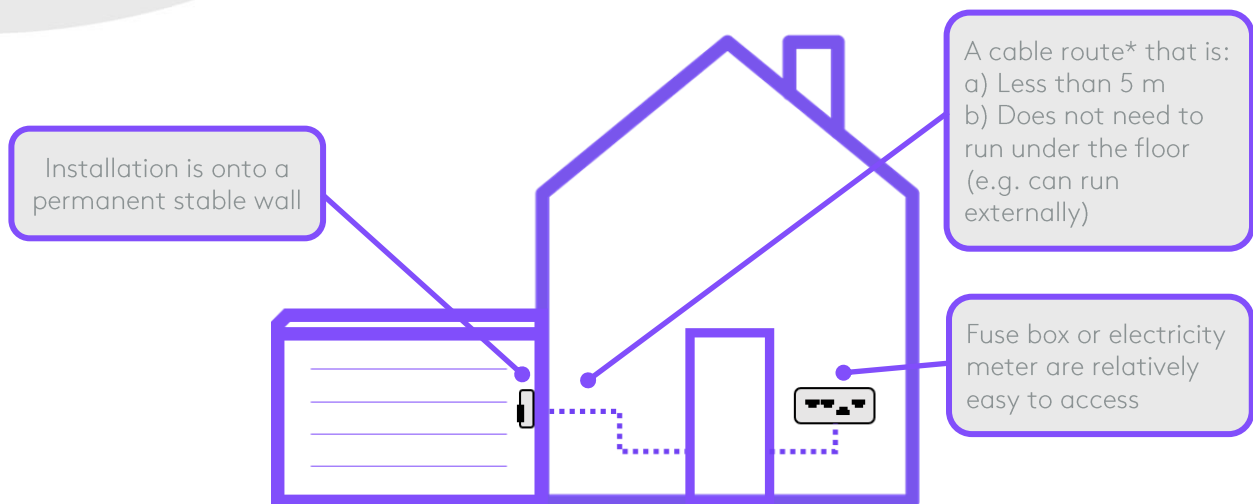
- Older homes where electrical components have not been modified since 2008. In these cases, some modernisation may be required to electrical components (e.g. fuse-boards) at a small additional cost.
- There is no easy way to access the roof, or location to set up scaffolding. In these instances, more bespoke roof access needs to be arranged.
- The roof is in poor condition. We must protect our installers by checking the stability of the roof prior to any installation.

How are exceptions identified for solar installations?

We will ask that you send us some images before we visit your home, to identify any potential exceptions as early as possible. Final checks for exceptions will be completed on site as part of the on-site Home Survey required for all solar panel installations.

Tonik EV Charging

What makes up a standard EV Charger installation?



** The cable route is between the EV charge point location and the nearest power source which can be either the fuse box or the electricity meter*

What are the exceptions to standard EV charger installations?

Common examples of exceptions include:

- Older homes where electrical components have not been modified since 2008. In these cases, some modernisation may be required to electrical components (e.g. fuse-boards) at a small additional cost.
- **The cable routing is more involved.** For example, cable needs to be run under floor boards or over an extended distance. In these instances, there will be additional costs for the extra time and materials required to complete the works.

How are exceptions identified for EV charger installations?

We will ask that you send us some images before we visit your home to complete the installation. This helps us identify any potential problems as early as possible.