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## MASTER TERMS & CONDITIONS – COMMERCIAL & INDUSTRIAL

Revision 8 – 2026

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### 1. LEGAL STATUS

Solar Clean SA (Pty) Ltd t/a Solar Clean Cape (“the Company”) is a duly registered private company operating in the Republic of South Africa.

The Director, shareholders and employees act solely in representative capacity and shall incur no personal liability except in cases of proven fraud.

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### 2. SCOPE OF SERVICES

2.1 The Company provides specialist photovoltaic (PV) panel cleaning services only.

2.2 Services are limited strictly to cleaning of photovoltaic panels and related surface components.

2.3 The Company does not provide:

- Electrical inspections
- Structural inspections
- Fault detection
- System diagnostics
- Engineering certification
- Waterproofing
- Performance guarantees

unless expressly agreed in writing.

2.4 Cleaning includes removal of dust, dirt, pollen, bird droppings and typical environmental contaminants using water and approved equipment.

2.5 Debris including but not limited to paint, varnish, lime scale, mastic, cement mortar, glue, labels, industrial fallout, soot, coal ash, or lichen may require specialised cleaning beyond standard scope and may attract additional charges.

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### 3. SITE ASSESSMENT & PREPARATION

3.1 The Company may conduct initial assessments using Google Earth, Street View, photographs supplied by the Client, and other available information.

3.2 The decision to conduct a physical site survey rests solely with the Company.



3.3 If a Client requests a site survey deemed unnecessary by the Company, a travel and inspection fee shall apply.

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#### 4. ACCESS REQUIREMENTS

4.1 The Client/Appointing Party is responsible for ensuring safe and unhindered access to the Site.

4.2 This includes:

- Secure roof access
- Removal of obstacles
- Advance security notification
- Provision of contact persons
- Preparation of permits-to-work (PTWs)
- Disclosure of ID or induction requirements

4.3 Residential complexes must arrange gate access in advance.

4.4 Commercial and industrial clients must ensure PTWs and security clearance are ready prior to arrival.

4.5 Waiting or standing time exceeding 30 minutes shall be billed at the applicable rate.

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#### 5. CUSTOMER RESPONSIBILITIES

Clients are responsible for:

- Confirming water availability and compliance
- Providing a safe working environment
- Disclosing structural risks
- Ensuring clean and hygienic restroom facilities are accessible to Company personnel

Failure to provide safe conditions may result in suspension of works without liability.

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#### 6. THIRD-PARTY APPOINTMENTS

Where appointed by a managing agent, insurer, contractor or facilities manager:

6.1 The Appointing Party warrants authority to appoint the Company.

6.2 The Appointing Party remains fully responsible for:



- Owner consent
- Site coordination
- Hazard disclosure
- Compliance with site rules

6.3 The Appointing Party indemnifies the Company against claims arising from failure to obtain proper authority or disclose material information.

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## 7. WATER SUPPLY, QUALITY & INFRASTRUCTURE

### 7.1 Minimum Infrastructure

A standard external tap (bib tap) in full working order must be available.

Minimum requirements:

- 2 bar static pressure
- 12 litres per minute continuous flow
- Minimum ¾ inch (19mm) internal supply pipe
- Continuous supply during cleaning

The tap must be leak-free and safely accessible.

Hydrant water may be used if compliant.

If water must be supplied via tanker or bowser, all associated costs are for the Client's account.

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### 7.2 Water Quality Disclosure

The Client/Appointing Party must disclose in writing:

- Municipal or borehole source
- Hardness levels (if known)
- Non-potable supply
- Mineral content
- Iron or sediment presence

Failure to disclose material water quality issues constitutes material breach.

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### 7.3 Filtration & Hard Water Charges



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The Company will filter and deionise water where necessary.

Where water is:

- Non-potable
- Borehole supplied
- Excessively hard
- High in mineral content

a filtration fee and/or hard-water surcharge may apply due to:

- Reduced cleaning effectiveness
- Increased equipment wear
- Increased consumable usage

All such costs are for the Client's account.

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## 7.4 Inadequate Supply

If water does not meet specifications upon arrival:

- Works may be suspended
- Call-out and travel fees apply
- Standing time applies
- Rescheduling subject to mobilisation fee

No liability attaches to the Company.

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## 8. PRICING, DEPOSITS & PAYMENT

8.1 A 60% deposit is payable upon acceptance of the quotation.

8.2 Booking is confirmed only upon receipt of cleared funds.

8.3 Acceptance without deposit does not reserve a booking date.

8.4 Failure to pay deposit within reasonable time permits the Company to cancel or release the booking.

8.5 Upon later payment, works will be rescheduled subject to availability.

8.6 At the sole discretion of the Director, an approved purchase order may replace the deposit requirement.



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8.7 The Company shall not mobilise personnel, equipment, safety documentation, PTWs or compliance files without receipt of deposit unless authorised in writing.

8.8 Balance payable within 5 calendar days of completion.

8.9 Interest on overdue accounts: Prime + 2%.

8.10 Legal recovery costs on attorney-and-client scale.

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## Nominated Bank Account

Account Holder: SOLAR CLEAN SA (Pty) Ltd

Account Number: 1233600214

Account Type: Current Account

Branch Code: 198765

Product Type: BUSINESS BANKING PAYU

No other account will be accepted.

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## 9. QUOTATION WATER DISCLAIMER

All pricing is based on compliant municipal-quality water supply meeting Clause 7 specifications. Borehole, hard water, non-potable supply, or infrastructure deficiencies may attract additional charges.

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## 10. ADDITIONAL CHARGES

Additional charges may apply for:

- After-hours or weekend work
  - Emergency or rush jobs
  - Specialised equipment or labour
  - Roof access beyond normal ladder reach
  - Additional cleaning beyond three (3) passes
  - Excessive soot, coal ash, or lichen
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## 11. EQUIPMENT

The Company utilises professional equipment and approved products from reputable manufacturers including, but not limited to, Kärcher, Sunray and Chemitek.



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The Client warrants that panels are correctly installed and free from pre-existing damage.

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## 12. INSURANCE & LIABILITY

The Company maintains insurance coverage for risks related to its professional activities.

A certificate of insurance is available upon request.

The Company's obligations are limited strictly to cleaning services as described.

Total liability shall not exceed the contract value.

The Company shall not be liable for:

- Loss of production
- Loss of revenue
- Indirect or consequential damages
- System performance outcomes

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## 13. INFRASTRUCTURE RISK

Risk relating to roof integrity, mounting structures, corrosion or pre-existing panel damage remains with the property owner.

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## 14. WEATHER & FORCE MAJEURE

The Company may reschedule due to unsafe weather, load shedding, civil unrest or other force majeure events.

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## 15. MEDIA & DRONE USE

Unless prohibited in writing, the Company may capture images for reporting, quality control and marketing.

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## 16. POPIA COMPLIANCE

The Company processes personal information in accordance with the Protection of Personal Information Act (POPIA).

Solar Clean SA (Pty) Ltd is registered with the Information Regulator under registration number: **2025-005317**.

Solar Clean SA (Pty) Ltd t/a



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Personal information is used solely for operational, invoicing, legal and compliance purposes.

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## 17. DISPUTE RESOLUTION

Disputes shall first be referred to mediation in the Western Cape.

Failing resolution, jurisdiction lies with the Magistrate's Court regardless of claim value.

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## 18. FULL TERMS

These Terms constitute the full agreement and supersede prior versions.

Acceptance of quotation constitutes acceptance of these Terms in full.

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