

TERMS AND CONDITIONS of SOLAR PANEL CLEANING SERVICE



Integrated Safety Management System	Element reference	Revision number	Revision date	Approved by	Document No
Title: Terms and Conditions	1	4	12/06/2025	JVW	SCC 901

Solar Clean Cape Terms and Conditions

On-Site Requirements

To ensure the effective and safe cleaning of photovoltaic panels, Solar Clean Cape requires a waterpoint (tap) with a minimum specification of 2 bar pressure and 12 L/min flow rate. The waterpoint should be easily accessible and in good working condition. A normal tap with potable water is required on-site. In cases where hydrant water is the only available source, it may be used. However, if water needs to be delivered via tanker or bowser, the customer is responsible for the associated costs. Solar Clean Cape will filter and deionize the water provided, but water with exceptionally high mineral content, such as borehole water, may incur additional charges due to potential reductions in cleaning effectiveness or equipment wear.

Preparation and Cleaning

Prior to commencing work, Solar Clean Cape conducts an initial assessment based on available information, including Google Earth and Streetview, as well as photographs requested from the customer. The decision to conduct a comprehensive site survey rests solely with Solar Clean Cape. If a customer requests a site survey deemed unnecessary by Solar Clean Cape, a travel and site inspection fee will be billed accordingly. Our cleaning service encompasses the removal of dust, dirt, and other typical contaminants from photovoltaic surfaces using water. However, certain debris, including paint, varnish, lime scale, mastic, cement mortar, glue, labels, or other building products, may require specialized cleaning services beyond our standard offering.

Access

The client is responsible for ensuring safe and unhindered access for Solar Clean Cape personnel to the area where the photovoltaic panels are situated. This includes providing secure access points and clearing obstacles on roofs or elevated surfaces where the panels are installed. For residential complexes, clients must arrange access with security gates in advance and provide comprehensive contact details for personnel in case of delays. Commercial and industrial customers must notify security personnel of the scheduled visit and ensure that any required permits-to-work (PTWs) are prepared before the day of arrival. Clients must also inform Solar Clean Cape of any specific entry requirements, such as IDs or permits, needed at security points.

Equipment

Solar Clean Cape utilizes specialized equipment from reputable manufacturers, including but not limited to Karcher, Sunray, and Chemitek, to ensure effective and safe cleaning of photovoltaic panels. It is the client's responsibility to ensure that the panels are correctly installed and free from damage prior to cleaning.

Prices, Invoicing, and Payment Methods

A 60% deposit is payable upon acceptance of the quote, and the booking is confirmed upon receipt of the deposit in our bank account. Any delay between quote acceptance and deposit payment may result in rescheduling the booking date if not previously arranged with Solar Clean Cape. In certain cases, at the sole discretion of the director of Solar Clean SA (Pty) Ltd, a comprehensive purchase order may replace the

TERMS AND CONDITIONS of SOLAR PANEL CLEANING SERVICE



deposit requirement. The balance is due within 5 days of work completion, and additional interest charges may apply for late payments. All Electronic Funds Transfers (EFTs) must be made to the following nominated 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 for payment purposes.

Additional Charges

Additional charges may apply for various services, including:

- After-hours or weekend work
- Emergency or rush jobs
- Specialized equipment or labour requirements
- Roof access beyond normal ladder reach, which can be arranged at an extra cost or by the customer
- Additional cleaning required if 3 passes with cleaning equipment do not remove soiling, such as soot, coal ash, or lichen build-up. Regular and periodic cleaning can prevent such occurrences.

Customer Responsibilities

Clients are responsible for:

- Arranging access to the property and worksite and confirming waterpoint availability prior to the work date
- Providing a safe working environment for Solar Clean Cape personnel
- Ensuring clean and hygienic restrooms and toilets are accessible to Solar Clean Cape staff
- Waiting time exceeding 30 minutes and standing time will be billed at the applicable hourly rate or call-out rate

Insurance and Liability

Solar Clean Cape maintains insurance coverage for risks related to its professional activities throughout the contract duration. A certificate of insurance is available upon request. Our obligations are strictly limited to providing cleaning services as described, and we do not include fault detection, surveying, or services beyond cleaning photovoltaic panels in our scope.

Full Terms and Conditions

The terms outlined above are not exhaustive and are subject to our full Terms and Conditions, available upon request. A comprehensive Service Level Agreement (SLA) can also be provided upon request.