

NEW TECH SOLUTIONS
SUPPORT CONTACT: 082 652 6130
A: 147 Mitchell Str, Goerge, 6529
T:0870955350
E: info@newtechsolutions.co.za
W: www.newtechsolutions.co.za
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SUPPORT AGREEMENT

CLIENT NO

This Agreement made as of this _____ (DATE) by and between NEW TECH SOLUTIONS, and _____ (CLIENT)

Address: _____

Whereas, NEW TECH SOLUTIONS, is responsible for the monitoring of the following components of the solar system over a period of 1 year:

INVERTER MAKE AND SIZE: _____

BATTERY MAKE AND SIZE: _____

PANELS AMOUNT: _____

Now, therefore, New Tech Solutions and the client hereby agree to the following terms and conditions:

1. New Tech Solutions will monitor the solar system stated above and at the abovementioned address.
2. Any service requirements apart from this agreement, may be requested and an additional cost will be charged if agreed upon by both parties.
3. Under the yearly monitoring agreement, the following services will be provided:
 - New Tech solutions will record data from the data dongle. (Client need to ensure there is stable wifi at all times for accurate data)
 - New Tech solutions will download data from the inverter..
 - New Tech Support will monitor the system and will inform the client of any faults that has a direct impact on clients.
 - A technician will be allocated to the site within 24 hours should the remote assistance technician not be able to assist with the fault at hand and be able to repair the fault remotely.
 - New Tech Support can be contacted at any time, should the client need assistance with their system, whether it is for remote assistance or to book a call out. This service is included in the monitoring of the system.
 - 1 x Call out per month is included in the monthly monitoring cost.
 - Access to New Tech Solutions 24/7 support number.
 - Call outs will not be free of charge should the client have internet/wifi connection problem.
4. It is the responsibility of the client to ensure that there is always a reliable internet connection, or the remote monitoring of the system will not be possible.
5. **Rights and Obligations of the Parties:**
 - The Customer shall pay additional labour or service fees for the periodic maintenance of the equipment.
 - Maintenance and repair work shall be carried out if approved by client and at the place where the equipment is located. In case of detection of faults that cannot be repaired on site, the equipment shall be put into service with the approval of the Customer at an additional cost. Should it be part of the warranty the cost will be free of charge. (Sigenergy and Sungrow Systems)

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- The materials and spare parts needed for the maintenance of equipment shall be procured from the Manufacturer Company or its distributor.
- Damages that may arise because of external factors such as fire, flood, and third parties' intervention in the equipment will not be carried under warranty and the warranty will be void.
- In the event that the above-mentioned conditions are not fulfilled, either party has the right to unilaterally terminate this Agreement with a one calendar month written notification.
- In the event that the client does not give notice as per agreement the contract will still be in force.
- Should the debit order be returned the client will be informed and the service will be disconnected within (3) three days if the client does not make a payment to NEW TECH SOLUTIONS. For every debit order returned the client will be charged R100 additional cost that will be added to his/her account.
- New Tech Solutions will not be held responsible for any system defaults due to other electricians that have worked on the system or electricity after successful installation. However, New Tech Solutions will carry a full craftsmanship warranty for 12 months on all products and work from date of installation.

8. Miscellaneous

- This Agreement and Equipment Schedule(s) constitutes the complete understanding of the parties to this Agreement regarding the subject matter contained in this Agreement and supersedes any and all other agreements or arrangements, either oral or in writing.
- This Agreement and all the rights of the parties hereunder shall be governed by, construed, and enforced in accordance with the laws of South Africa.
- Any notifications to be sent under this Agreement shall be in written form and made to the addresses or email addresses indicated above, in the introduction of this Agreement.
- No modification of this Agreement shall be binding or enforceable unless expressly agreed by parties in writing.

9. Monitoring Agreement Cost: R200 per month paid by debit order in advance.

10. BANKING DETAILS OF CLIENT:

_____ (ACCOUNT HOLDER NAME)
_____ (BRANCH AND BRANCH CODE)
_____ (BANK)
_____ (ACCOUNT NUMBER)

11. Debit orders will be debited on the first day of every month. Should such a day fall on a public holiday or on a weekend the debit will be processed on the Monday after such day.
12. The term of this Agreement is 12 months, starting from _____ to _____. Monitoring will be carried out during the term of the Agreement. After this period, the term of the Agreement shall be extended if no cancellation has been received by either party.
13. Any maintenance and repair requests during the term of the Agreement, will not be in the scope of this contract and will be quoted separately.

SIGNED ON _____ (DATE)

SIGNED BY _____ (FULL NAME AND SURNAME)

_____ (SIGNATURE)