



5 July 2024

Arne Ringner
Thames Lido
Napier Road, Reading
RG1 8FR

Dear Arne,

Thank you for asking The Small Solar Company Ltd to provide you with a proposal for a solar thermal pool heating system on the Thames Lido building in Reading. We have pleasure in enclosing our proposal for the work at the above property which includes:

- our quote
- our terms of business (such as the price and the elements of the system, payment terms, guarantees and our after sales support) and;
- a cancellation form in case you change your mind

We have also set out some key points we need to discuss and agreed should you decide to go ahead.

The Small Solar Company Ltd is a member of the Renewable Energy Consumer Code, member no. 00035029. You can see the full code here:

www.recc.org.uk/scheme/consumer-code

Yours sincerely

Giles Hanford

Solar Water Heating System Quotation: Lido240705

Solar Panel Location

- The panels will be located on the large east facing roof at the side of the building as well as on both south facing roofs to the front of the building.

Access

- Scaffold to be erected by our contractors, covering the length of the east facing roof as well as covering a ca 3m wide section on both the south facing roofs and is included in the quote.

Provision of materials – solar collectors

We are proposing to install a total of 21 x 30 evacuated tube solar thermal panels and 2 x 20 tube solar panels. These would split as follows

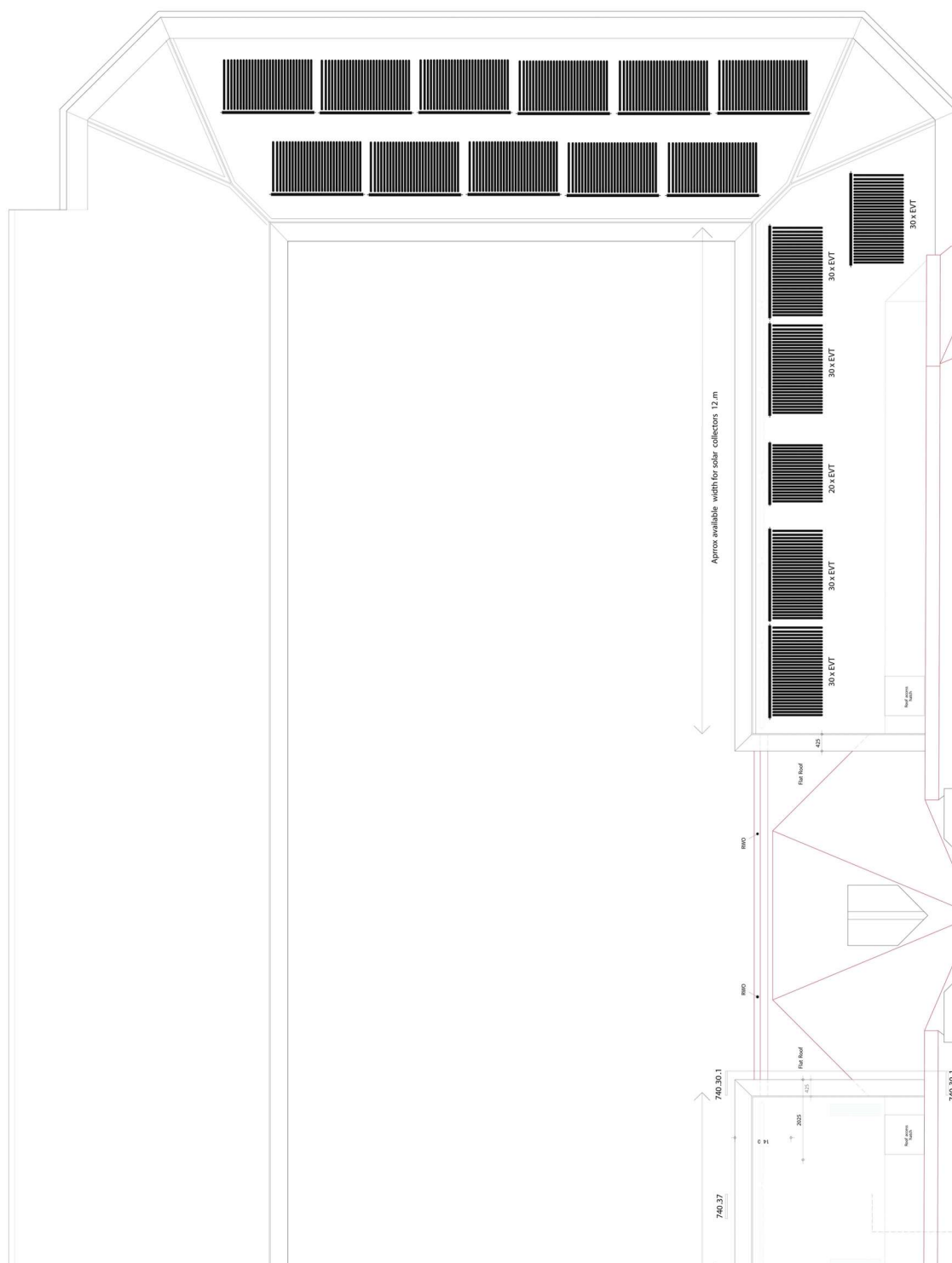
- On the south facing roofs: 2 banks of 2 x 30 tube collector, 1 x 20 tube collector in between the banks and a further 30 tube collector on the roof edges lower down
- On the east facing roof: 2 rows of 30 tube collectors, 1 row of 5 collectors and 1 row of 6 collectors

Further solar equipment listed as follows:

- Stainless steel hanger bolts for roof mounting, attached to purlins
- Unistrut, mounted horizontally
- Stainless steel pipework fixings for the roof and basement area
- Pre-insulated stainless-steel solar pipework to heat exchanger (high temperature).
- High power solar pump station with efficient PWM, low energy pump.
- Electronic solar controller enabling speed control.
- Solar -rated, high temperature inhibited non- toxic antifreeze (propylene glycol).

Proposed panel layout

Please note that the south facing roof only shows one side of the layout but the second south facing roof will be a mirror image.



Equipment images

Hanger bolt	
Evacuated tube panel (30 tube version)	

Pre-insulated solar pipework	
Stainless steel pipe brackets	

Scope of Works

- Install hanger bolts to roofs, anchored into purlins and waterproofed via included rubber/nut fixing.
- Install horizontal Unitstrut onto hanger bolts to allow mounting of solar panels.
- Install solar panel frames onto Unistrut.
- Install waterproof roof entry on flat metal section between chimneys on both south facing roofs.
- Install stainless steel pre-insulated pipework on roof and connect to pipework in both storage cupboards.
- Install stainless steel pre-insulated pipework and stainless brackets in basement to connect to pumping station.

- Fit solar pumping station and ancillary equipment in basement, mounted away from wall to protect against moisture.
- Connect pump station to pool heat exchanger installed by you near the pump station.
- Flushing with a solar flushing medium, de-aerating and pressuring system with solar antifreeze.

Commissioning

1. Commissioning and user operational training.
2. Further inspections visits will be undertaken free of charge within 3 months of installation, 1 year and 2 years.
3. All manufacturers' operational instructions will be left on site.

Notes

- We will require a 240 Volt, 5 Amp dedicated fused spur for our solar controller and pump.
- We will need to discuss and agree with you the proposed layout and arrangement of the solar collectors, including the number and models of panels.
- We have assumed that there is 100mm insulation below the corrugated roofs and we can use a 200mm Hanga bolt to fix into the purlins. Please inform us if this assumption is incorrect.
- We have assumed that erecting scaffolding is allowed on the areas by the roofs or that you will seek the required permissions.
- We have assumed that it is possible for scaffolding and materials to be delivered to site by a suitable size lorry and that you will be able to arrange access for delivery.

Quotation

Using Navitron collectors

Cost of installation	VAT rate %	VAT	Total
£43,200	20%	£8640	£51,840

Using Apricus collectors

Cost of installation	VAT rate %	VAT	Total
£59,800	20%	£11,960	£71,760

This quotation is valid for: 30 days from the date of this document

- The quotation is subject to the availability of labour and equipment at prices quoted at the time of sending this quote.
- If you request changes that will involve us in additional time or cost, or if unforeseen additional works are required, we will provide you with a revised quote. Any additional charges will be based on our hourly or daily rate.
- You may have additional costs to pay for planning permission, building control fee and /or a Structural Engineers Survey.
- Please read this document carefully as it includes our terms, the proposed system, guarantees, our after sales support as well as your rights for cancellation.

Payment terms

Payment 1: Deposit (25% of the total sum inc VAT) payable by you, 2 weeks prior to installation date.*
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Payment 2: 50% payment upon completion of works on site

Payment 3: 25% after first inspection

All payments can be made via BACS or cheque. The bank details as will be shown on our invoice to you. Cheques need to be made payable to "The Small Solar Company Ltd".

All goods remain the property of The Small Solar Company Ltd until paid for in full.

From:
Arne Ringner
Thames Lido
Napier Road, Reading
RG1 8FR

The Small Solar Company Ltd
32 Boleyn Drive
St Albans
AL1 2BS

Quote acceptance

If you are happy to accept the above quotation, please sign the form electronically where indicated. You will receive a completed version of this quote via email.

Quotation no: Lido240705 (cross out option not accepted)

Using Navitron collectors

Cost of installation	VAT rate %	VAT	Total
£43,200	20%	£ 8640	£51,840

Using Apricus collectors

Cost of installation	VAT rate %	VAT	Total
£59,800.00	20%	£11,960.00	£71,760.00

I agree to the quotation and confirm the order for the products and installation services specified.

- ☐ I agree to the total cost and payment terms set out above.
- ☐ I have read and agree to abide by The Small Solar Company's Terms and Conditions provided with the quotation
- ☐ I also confirm that, if required, any necessary permissions (such as planning) will be in place before the work commences on site and that if requested by the contractor, written evidence will be provided of this.

Customer Signature:	Date:
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Cancellation period and your right to cancel

You have the right to cancel this contract during the 'cancellation period' without giving any reason.

The cancellation period lasts 14 days and starts on the day the last part of the goods relating to the contract is delivered to you. You can also cancel the contract without penalty before any of the goods are delivered.

To exercise the right to cancel, you must inform us The Small Solar Company Ltd of your decision to cancel this contract by a clear statement (e.g. a letter sent by e-mail or post). You may use the attached model cancellation form, but it is not obligatory.

If you cancel within the cancellation period, we will return any deposit you may have paid in full. If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel.

Effects of cancellation within the cancellation period

If you cancel this contract within the cancellation period, we will reimburse to you all payments received from you. If you cancel this contract within the cancellation period but after delivery of some or all of the goods, then we will reimburse to you all payments for delivery charges unless you specifically requested an enhanced delivery costing more than our normal service. In which case we will only reimburse the price of our normal delivery charges.

If you cancel this contract within the cancellation period but after delivery of some or all of the goods then:

You may have to bear some or all of the cost of returning the goods. The cost is estimated at a maximum of approximately £1,000.

We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied; or
- if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

We may make a deduction from the reimbursement for loss in value of any goods supplied if the loss is the result of unnecessary handling by you.

Starting the installation before the end of the cancellation period

We do not normally start any work until the end of your 14 day cancellation period. Your cancellation period starts on the day that you sign the quote acceptance. If you want us to start work sooner for any reason, please be aware that you must ask for this in writing and you should describe why you need the work to start within the cancellation period.

Should you later decide to cancel the contract within your 14 day cancellation period, then you will have to pay reasonable charges for goods and services supplied up to the date that you cancel and for making good your property.

CANCELLING THIS CONTRACT

Please see the information about your right to cancel this contract in our quotation. If you do want to cancel your contract, you must let us know in a clear statement (e.g. a letter sent by post, e-mail). You may use the cancellation form below to do this, but you do not have to use it.

CANCELLATION FORM

To

The Small Solar Company Ltd
32 Boleyn Drive
St Albans
AL1 2BS

I/We [*] hereby give notice that I/We [*] cancel my/our contract of sale of the following goods [*] / for the supply of the following service [*]:

Solar Thermal System, quote ref: **Lido240705**

Ordered on [*] / received on [*], [insert date].....

Name of consumer(s):

Arne Ringner
Thames Lido
Napier Road, Reading
RG1 8FR

Signature of consumer(s) (only if this form is notified on paper)

.....

Date

[*] Delete as appropriate

Before you go ahead:

Planning Permission and Solar Thermal

In England Wales and Scotland you generally do not need planning permission for the majority of home solar water heating systems provided they are below a certain size but you should check with your Local Authority Planning department particularly if the property is a listed building, in a conservation area or a World Heritage Site.

Planning Permission and Building Control

If your property is a listed building or you are in a conservation area you may need planning permission. You are responsible for contacting your local planning authority to obtain confirmation that planning permission is not required.

Insurance

It is recommended that you inform your property insurers about the proposed installation to check if it will increase your building insurance premium.

The Small Solar Company Ltd has appropriate insurance to cover possible third-party damage, which may be caused by any of our activities in supplying a small-scale energy generator to you.

Deposits and advance payments

The Small Solar Company Ltd requires a deposit payment of 25% of the contract price, including VAT, 2 weeks prior to commencement on-site.

Upon completion of the installation, we require 50% of the contract price.

Your advance payment will be insured with QANW Deposit and Workmanship Warranty Insurance (DAWWI) scheme so that you can get the job completed or your money back if we cannot deliver your equipment because we have gone out of business. Any money you give us up-front will be placed in a separate ring-fenced client account and only transferred to our main business account to pay for goods and services associated with your contract.

The amount of the deposit (if any) we will ask you to pay is detailed in this quote document.

When you confirm the order and we receive your deposit, we will register your name and address and total value of the contract with the Insurance Scheme Administrator, QANW.

You will be sent your insurance policy documents directly by QANW. If you are not content for us to register your details in this way, please let us know.

Data protection

Please be assured The Small Solar Company will keep information about you in accordance with data protection legislation and will not pass information to any third party without your permission.

Data processing

We will process your data in relation to fulfilling our obligations under this contract. We do store your data securely and will never sell or pass on your data to 3rd parties unless you have asked us to. We will store details related to this contract for future reference, warranties or other transactions related to this contract and potential subsequent works.

Further information

Timetable for Works and Sub-contracting

We will agree installation dates with you in writing after the order has been confirmed. It usually takes 2 days to complete the installation. It will usually take place within 6 weeks of receiving your order, subject to workload and availability of materials.

Please note: We do not normally start any work until the end of your 14-day cooling off period. If you want us to start work sooner for any reason, please be aware that you must ask for this in writing. For more information about your right to cancel the contract see the 'Cooling-off Period and your right to cancel' in your quote document.

Commissioning the system

As soon as the work is complete, we will commission your system in line with MCS standards to ensure that the system is safe, has been installed in accordance with documented procedures and manufacturer's requirements and is operating correctly in accordance with the design.

Under the rules of the Microgeneration Certification Scheme (MCS) rules, and following the testing and commissioning of the system, we must give you a Compliance Certificate. This certificate confirms that we have met the requirements of the MCS and it details key information about the installation.

Following the testing and commissioning of the system, we will also give you a detailed document pack with information about your solar thermal system and this will include:

- A list of key components and solar thermal collector serial numbers.
- User information and
- A completed Commissioning Checklist.

After-Sales Support and Maintenance

We will give you full operating and maintenance instructions. We will also give you advice about any maintenance requirements that are specific to the goods we have installed.

- After 2 years subsequent annual / biennial service and inspections from £225.00 + VAT.
- The antifreeze may need to be changed every 5-6 years

Guarantees

Your equipment is guaranteed by its manufacturer. The guarantees are:

- 10 years for solar collectors
- 5 years for the copper cylinders
- 10 years for the stainless-steel cylinders
- 2 years the solar controller and pump

Any products damaged during installation shall be replaced free of charge.

The guarantees may be void if the products are damaged since installation, modified, the power supply is interrupted, used in an inappropriate fashion or excess heat is added to the system leading to solar overheating. Manufacturers and our own instructions must be adhered to.

We guarantee our workmanship for 2 years from date of install (RECC requires a minimum of 2 years Workmanship Warranty). This workmanship warranty will be transferable to the new legal owner of the property if it is sold during the warranty period.

Workmanship warranty insurance

As members of the Renewable Energy Consumer Code (RECC), we are required to have arrangements in place so that your workmanship warranty from us will still be honoured if we should we go out of business during the warranty period.

You will receive a policy from QANW which gives details of the workmanship warranty

insurance.

<http://www.energysavingtrust.org.uk/domestic/reports/solar-pv-choosing-site-and-getting-planning-permission>

The Small Solar Company Ltd cannot be held responsible for any installations carried out where planning permission was required but not obtained and we cannot offer refunds in such cases.