



Solar and Battery Installation

ADDRESS

28, Deans Farm, RG4 5JZ

QUOTE

#8301930

VALID UNTIL

May 31, 2026

I confirm that we would like to proceed with a solar installation at the address listed above and that we are the legal and registered owner/occupier of the property.

I can confirm that we have appointed Octopus Energy Services to install Solar PV on our land, and hereby grant permission for them or any consultant that they may authorise to pre-screen my existing connection, and seek and apply for new grid connections on our land, for the purpose of installing Solar PV to the local electricity distribution network.

Name:

Michael Sylvester

Date:

29-05-2026

Signature:

PREPARED BY

Octopus Solar Machine User

opensolar-machine-user@octoenergy.com 0808 196 6842

SCAN THE QR CODE TO ACCESS THE ONLINE PORTAL





Express request for work to commence during cancellation period

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the statutory right to cancel your order, beginning when you sign the contract and ending 14 days after all the goods relating to the contract are delivered to your home.

If you wish for us to start the installation of your goods during the 14-day cancellation period after delivery, we need your express request for us to do so. This will enable us to complete your installation on the earliest available date after the goods have been delivered.

Please note that if you consent for work to begin within the cancellation period and you later exercise your right to cancel, you will be liable for the cost of work performed up to the point of cancellation. You will also lose the right to cancel the contract within the cancellation period when the installation is finished, and we may charge you for the reasonable fees for the work undertaken and the reduced value of the goods.

Please choose one of the following options to confirm your preference:

☐

If you wish for us to start the installation of your goods during the 14-day cancellation period after delivery, please tick this box to provide an express request for us to do so

☒

If you do not wish for us to start the installation of your goods during the 14-day cancellation period after delivery, please tick this box

Signature:

Your Solar Installation

£9,909

PURCHASE PRICE

5.85 kW

SYSTEM SIZE

£1,176

ESTIMATED FIRST
YEAR SAVINGS

5,686 kWh

ESTIMATED ANNUAL
SOLAR GENERATION

📦 [Savings](#)

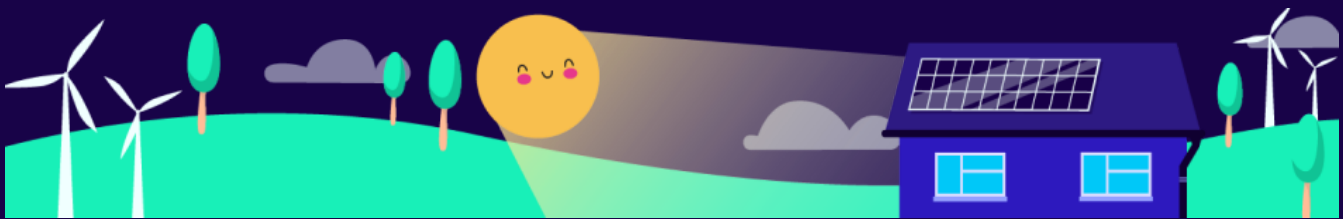
📅 [Cost](#)

📦 [Package](#)

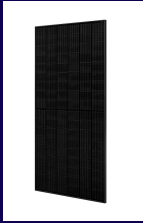
Your proposed layout



Your solar system



Solar Panels 13 x 450 Watt Panels



JA Solar
5.85kW of Solar Power
13 x JAM54D41-450/LB
450 Watt panels
25 Year Product Warranty &
30 Year Linear
Performance Warranty
5686kWh per year

[Details](#) [Specs](#)

Microinverter 4.68 kW power



4.68 kW of Inverter Power
Enphase Energy Inc.
**13 x IQ8AC-72-M-INT [25
year warranty]**
25 Year Warranty Parts &
Labour

[Details](#) [Specs](#)

Battery 5 kWh capacity



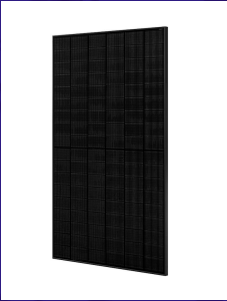
5.0 kWh of Usable
Capacity
Enphase Energy Inc.
1 x IQBATTERY-5P-1P-INT
15 Year Warranty

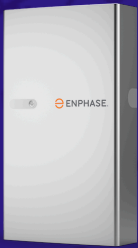
[Details](#) [Specs](#)

Bird Deterrent Mesh

1 x BIRD-MESH-BLK
Bird Deterrent 30 Meter Roll PVC
Coated Solar Mesh

Product warranties







Trusted installers

 MCS Accredited Installers

All our designs comply with Microgeneration Certification Scheme standards. We allow a 400mm border around your solar panels, find safe locations for your inverter, battery and follow all roofing and electrical standards

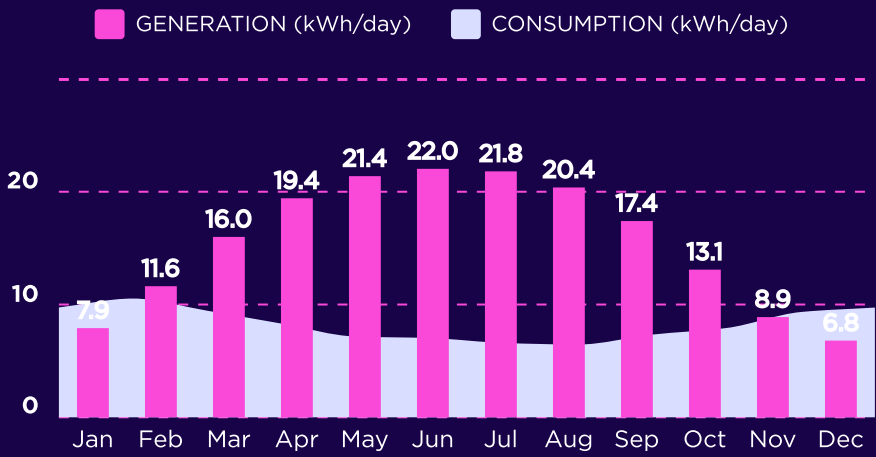
 Installation warranty

Octopus 5 year Installation Warranty included with your install. Peace of mind that we'll do a great job for you!

 Insurance backed warranty

Your Deposit and our Installation Warranty is backed by additional HIES insurance.

Expected system performance



188%
ENERGY FROM SOLAR

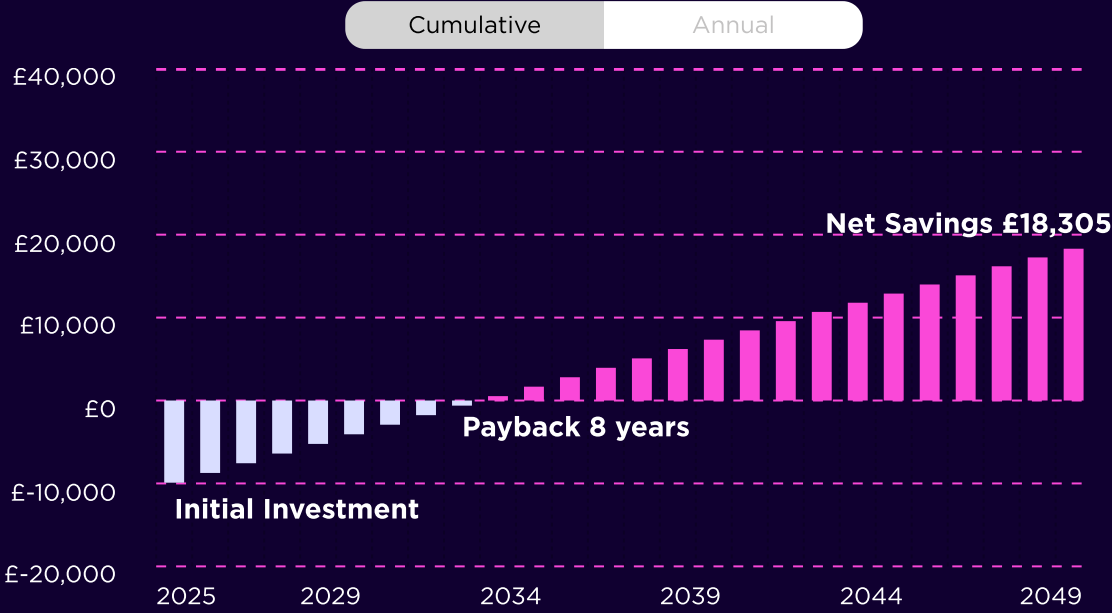
42%
USAGE

58%
EXPORT TO GRID

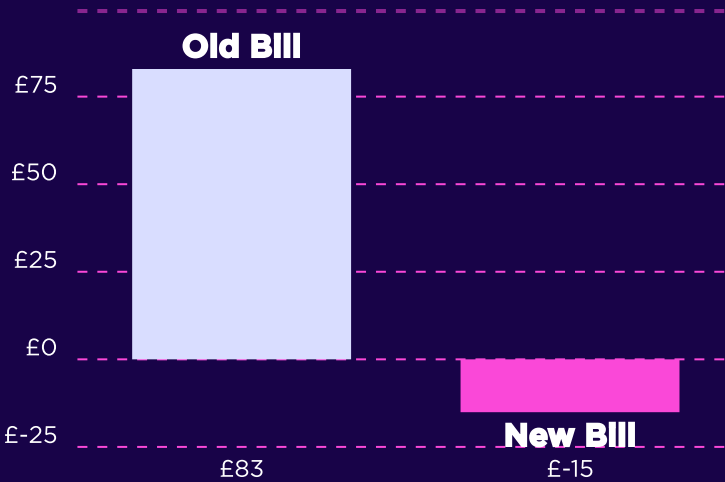
[Take a look at the daily energy profile](#)

Potential savings and income

£28,214 - £9,909 = = £18,305
BILL SAVINGS SYSTEM COST OVERALL SAVINGS



How your monthly bill will change



Old Bill is based on your current electricity rates or the cheapest Octopus Energy tariff for your current situation

New Bill uses your expected solar savings and may use a different Octopus Energy tariff, available once you have solar/battery

Your order payment option

Quotation: Pay Up Front

13 x JAM54D41-450/LB 450 Watt panels (JA Solar) 13 x IQ8AC-72-M-INT [25 year warranty] (Enphase Energy Inc.) 1 x IQBATTERY-5P-1P-INT (Enphase Energy Inc.) 1 x BIRD-MESH-BLK	
Standard System Price	£9,705.58 Excluding £-0.001 VAT
Scaffolding	£724.97
Discount - Solar 5%	£-521.55
Total system price	£9,909.00 Excluding £-0.001 VAT
Purchase Price	£9,909.00 Excluding £-0.001 VAT

Important Note: The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the standard MCS procedure is given as guidance only for the first year of generation. It should not be considered as a guarantee of performance.

The solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have a significant effect on the amount of energy that is self-consumed so this figure should not be considered as a guarantee of the amount of energy that will be selfconsumed.

What’s included

- Track your system’s performance using an app
- Optional bird mesh fitted to protect your panels
- Grid connection application
- Structural calculation checks
- Scaffolding
- Delivery and installation
- MCS certificate and full install pack
- HIES warranty
- Aftercare support 7 days a week



Refer friends and you’ll both get a £100 Visa cash card

When your installation is complete, you’ll get a unique referral link to share. When someone uses your link and gets either a solar or heat pump installation with Octopus, you’ll both get a £100 Visa cash card.



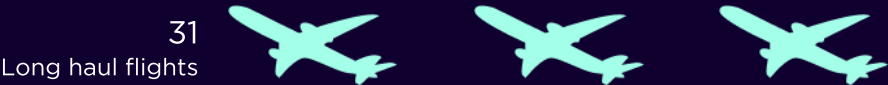
Ready to go?

- 1 We'll send you a copy of this document to sign digitally
- 2 You'll also pay a £500 deposit towards the final price of your install; see our [Terms and Conditions](#) for full details
- 3 If required, we'll send one of our solar survey experts to check on any fine details before your installation
- 4 We'll book an install date to suit you, arrange your grid connection and get you catching sun beams !

Contact us

Environmental benefits

Every year 1,440kg CO₂ is avoided
and over the system lifetime:



MCS generation and consumption calculation



The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the standard MCS procedure is given as guidance only. It should not be considered as a guarantee of performance.

The solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have a significant effect on the amount of energy that will be self-consumed.

This system performance calculation has been undertaken using estimated values for array orientation, inclination, or shading. Actual performance may be significantly lower or higher if the characteristics of the installed system vary from the estimated values.

Important Note: The energy performance and benefits of EESS is impossible to predict with certainty due to the numerous functions a system can be programmed to perform. This estimate is based upon the standard MCS proceduce and is given as guidance only. It should not be considered as a guarantee of performance.

[EESS capacity not used for self consumption] Storage capacity of the battery - assumed usable capacity of battery [Total energy discharge per annum] (Previous value) x 730 [Additional self consumption] Estimated annual output (Section B) x self consumption rate with battery as a % (no higher than 95%) - Expected solar PV self-consumption (with EESS) (Section D)

A. Installation data		
Installed capacity of PV system - kWp (stc)	5.85	kWp
Orientation of the PV system - degrees from South	Group 1: 8 panels with Orientation: 15 ° Group 2: 4 panels with Orientation: 15 ° Group 3: 1 panels with Orientation: 15 °	°
Inclination of system - degrees from horizontal	Group 1: 8 panels with Tilt: 41° Group 2: 4 panels with Tilt: 41° Group 3: 1 panels with Tilt: 39°	°
Postcode region	1	

B. Performance calculations		
kWh/kWp (Kk) from table	Group 1: 977 Group 2: 977 Group 3: 978	kWh/kWp
Shade Factor (SF)	0.995	
Estimated annual output (kWp x Kk xSF)	5686	kWh

C. Estimated PV self-consumption - PV Only		
Assumed occupancy archetype	In Half Day	
Assumed annual electricity consumption, kWh	3023	kWh
Assumed annual electricity generation from solar PV system, kWh	5686	kWh
Expected solar PV self-consumption (PV Only)	966.65	kWh
Grid electricity independence / Self-sufficiency (PV Only)	31.97	%

D. Estimated PV self-consumption - with EESS		
Assumed usable capacity of electricity energy storage device, which is used for self consumption, kWh	5.0	
Expected solar PVself-consumption (with EESS)	2388.21	kWh

E. Additional benefits from PV and EESS		
EESS capacity not used for self-consumption	0.00	
Total energy discharged per annum	3,650	kWh
Additional self-consumption for EV, heat pumps, diverters (only when present)	-0.09	kWh

Important Note if you choose a system with a battery, also known as an Electrical Energy Storage System (EESS): The energy performance and benefits of an EESS is impossible to predict with certainty due to numerous functions a system can be programmed to perform. This estimate is based upon the standard MCS procedure and is given as guidance only. It should not be considered as a guarantee of performance. To read more about the MCS battery standard, here is a link to **The Battery Standard document.**

Tariffs used to estimate your savings



Your projected energy cost is calculated by considering a 0% increase in energy cost each year, due to trends in the raising cost of energy. This estimate is based on your selected preferences, current energy costs and the position and orientation of your roof to calculate the efficiency of the system. Projections are based on estimated usage of 3023 kWh per year, assuming Intelligent Octopus Go South Eastern - Jan 26 Electricity Tariff.

Your electricity tariff rates may change as a result of installing the system. You should contact your electricity retailer for further information.

Proposed Tariff Details - Octopus Energy Intelligent Octopus Go South Eastern - Jan 26

Energy Charges

Daytime
6am-12am\Mon-Sun £0.31 / kWh

Night
12am-6am\Mon-Sun £0.07 / kWh

Smart Export Guarantee

Outgoing Octopus
All Day\Mon-Sun £0.15 / kWh

Fixed Charges

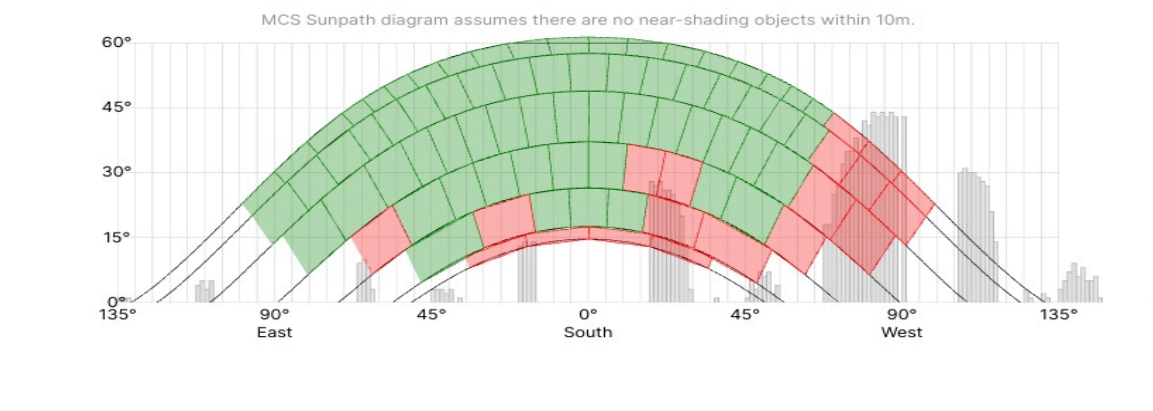
Standing Charge £0.48 / day

Shading estimation



Sunpath Diagram

Disclaimer: The shade mask mapped onto the sunpath diagram is based off the field of view from a point in the center of the array. This means that the shade mask shown will only capture the shading experienced at the array center point, and will not reflect the shading casted onto other locations on the array.



Our 3D modelling assesses nearby objects such as trees, chimneys and other buildings. Red zones show shading at different times of the day/year. We work out a Shading Factor between 0 (panels fully shaded) and 1 (no shading) and adjust your expected annual generation accordingly.

A separate shading diagram is done for each roof face and sometimes for smaller panel groups - for example if some panels are in landscape and others in portrait.

Detailed Savings table

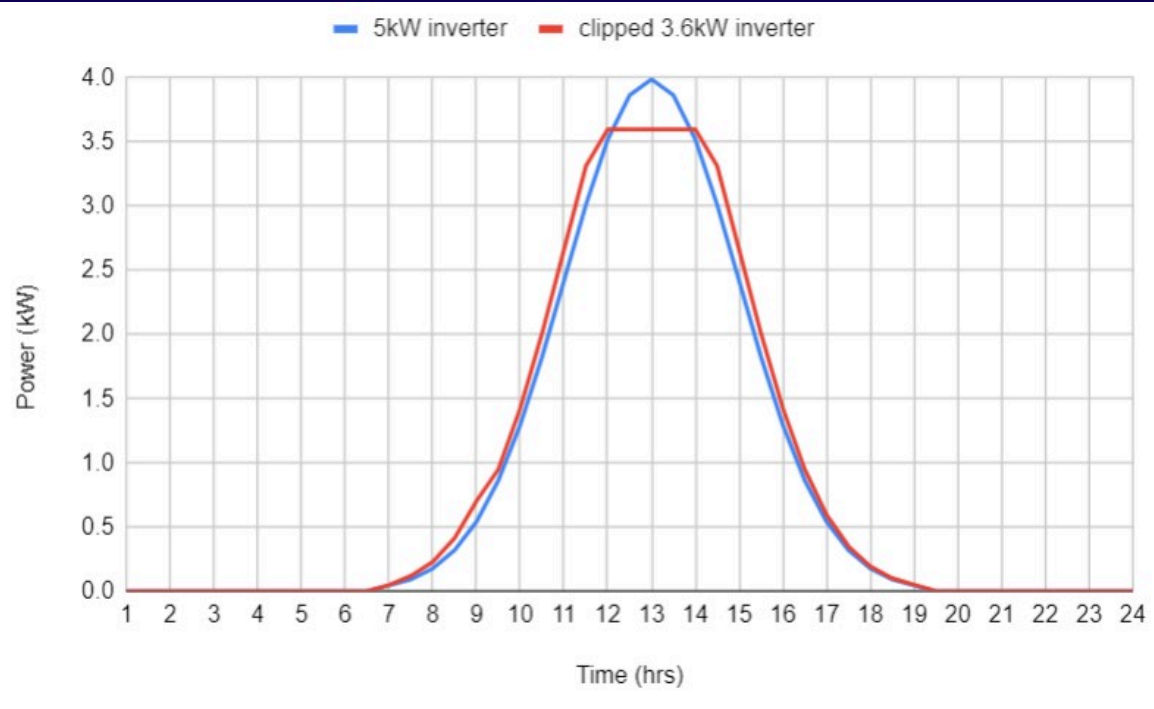
Month	Solar Generation (kWh)	Electricity Consumption before solar (kWh)	Electricity Imported after solar (kWh)	Electricity Exported after solar (kWh)	Export Credit (£)	Utility before solar (£)	Utility after solar (£)	Estimated Savings (£)
Jan	245	302	99	41	6	97	30	67
Feb	326	295	85	116	17	93	15	79
Mar	496	293	49	252	38	94	-11	105
Apr	583	249	33	365	55	82	-33	115
May	663	222	29	468	70	75	-49	124
Jun	661	211	28	478	72	72	-52	123
Jul	676	204	27	499	75	70	-54	124
Aug	632	200	26	459	69	69	-48	117
Sep	522	220	29	332	50	74	-29	103
Oct	406	245	34	195	29	81	-6	87
Nov	267	280	79	67	10	90	22	68
Dec	211	302	117	27	4	97	34	62

Clipping

Where possible it is considered best practice to oversize the array of a solar PV system compared to the size of the inverter. The average output of your solar PV array for most of the year will be below its nominal rated power output due to the weather and solar radiation conditions in the UK. Inverters work best at or close to their maximum rated output power. In oversizing a solar PV array compared with your inverter you are increasing the amount of time that the inverter is close or at its rated output.

Note however, oversizing a solar array can lead to clipping. This is where on the sunniest days of the year the inverter will clip generation at its maximum output power and some generation on those days will be lost. The losses on these sunny days (where you are likely generating an excess amount of energy that you cannot consume) are made up by the overall better performance and price point of the system throughout the year. Here is an example generation curve of a 5kW inverter with no clipping and a 3.6kW inverter on the same system clipping.

If you have any questions about clipping reach out to your solar advisor.



Contact us

opensolar-machine-user@octoenergy.com
0808 196 6842

Rated 5 stars for customer service



Really well managed and efficient

Really well managed and efficient install of our solar panels from Octopus. Friendly scaffolders, friendly panel installers, very professional and competent electrical work by Fadi. All felt well managed, safe, and they were comfortable to be around.

Aine Doggett
27 June 2024



Excellent service from start to finish

Excellent service from start to finish. Despite being a large company, I genuinely got a real “small team” service from people wanting to do their best for me at every step. It's thanks to them that my solar install went so smoothly and I'm now on a tariff that will save me hundreds of pounds a year (if not more).

Shane Sharkey,
15 July 2024



Process was very straight-forward

The application process was very straight-forward and did not take long. At all stages the Octopus staff were courteous and professional. The scaffolders and installation team were excellent. I would certainly advise anyone thinking of installing solar panels to seek a quote from Octopus.

Allan Snell,
15 July 2024

General Terms & Conditions for the Sale & Installation of Low Carbon Products

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These are the terms that apply to the purchase and installation of any of our low carbon technology products: EV chargers, solar PV systems, batteries, or heat pumps. We also have some terms that are specific to each product. These start after the general terms & conditions.

1. Definitions

- 1.1. In these general terms and conditions, the following terms shall have the following meaning, unless explicitly stated otherwise.

Contract Terms: these general terms and conditions of sale and installation of low carbon products

Customer: the individual named as the customer on the Estimated Quote.

Data Connectivity: means internet connectivity between your EV Goods and us by way of mobile internet and SIM card.

Due Date: the date falling 5 days after the date of installation of the Goods

Estimated Quote: has the meaning given to it, and as further detailed, in the Product Terms

Goods: any individual or combination of low carbon products that we sell and install (heat pump system, solar PV system, battery system, electric vehicle charge point), as set out in your Estimated Quote goods.

Octopus: Octopus Energy Services Limited as further described in Clause 3.1 below

Product Terms: the specific terms and conditions that apply to those Goods, in addition to these general terms and conditions

Sales Contract: the legally binding contract agreed between Octopus and the Customer for the sale and installation of the Goods following finalisation of the works and costs required in accordance with the Contract Terms, the Product Terms, your Estimated Quote, and any Additional Works Quote (if applicable).

Standard Installation: an installation requiring only minor modifications to your home's interior and exterior finished surfaces and adjacent grounds.

Third Party Solar System: any pre-existing solar PV or battery system not installed by us

- 1.2. Any reference to 'we', 'us' or 'our' in these terms is to Octopus, and any reference to 'you' or 'your' is to the Customer

- 1.3. When we use the words “writing” or “written” in these terms, this includes emails

2. Our Terms & Conditions

- 2.1. These are the general terms and conditions on which we sell, install, and repair Goods to you. Additional product specific terms and conditions may also apply to the Goods. Where this is the case, we will provide you with the relevant Product Terms as part of your Sales Contract. To the extent there is any conflict between these Contract Terms and any Product Terms, these Contract Terms shall prevail.
- 2.2. For the purposes of these terms, you are a ‘consumer’ if you are buying Goods from us as an individual for purposes wholly or mainly outside of your trade, business, craft or profession. As a consumer, you have legal rights in relation to Goods that are faulty or which are not provided as described. Advice about your legal rights is available from your local Citizen’s Advice Bureau. Nothing in these Contract Terms or your Sales Contract more broadly will affect these legal rights.

3. About Octopus

- 3.1. We, Octopus Energy Services Limited, are a company registered in England and Wales. Our company registration number is 10434397 and our registered office is UK House, 5th Floor, 164-182 Oxford Street, London, United Kingdom, W1D 1NN. Our registered VAT number is 358672751.
- 3.2. **How to contact us.** You can [contact us](https://octopus.energy/contact-us/) via our contact page (<https://octopus.energy/contact-us/>), by telephone at 0808 196 6842 our customer service team at the number, or by writing to us at the email address, set out in the Product Terms for your Goods, or write to us at Octopus Energy Services Limited, UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN, or send us an email using one of the following addresses:
 - heat@octopus.energy for heat pump-related questions
 - solar@octopus.energy for solar and battery-related questions
 - charging@octopus.energy for EV charging-related questions
 - hello@octopus.energy for any general enquiries
- 3.3. **How we may contact you.** If we need to get in touch with you, we will do so by telephone or by writing to you at the email address or postal address you provide to us.

4. Our low carbon technology products

- 4.1. Our Goods refer to any individual or combination of low carbon technology products that we sell and install:
 - 4.1.1. “Heat pump” and “heat pump system” mean the heat pump unit, water cylinder, controls, electrical hardware, wiring, pipes, fittings, valves,

radiators, and any external modifications including earthworks, barriers, and other materials installed as part of the agreed heat pump system design (collectively referred to as the **Heat Pump Goods**).

- 4.1.2. “Solar PV” or “solar PV system” mean the solar photovoltaic panels, inverter, storage battery, controls, electrical hardware, wiring, fittings, ancillary components, any external modifications to the home including the roof, any internal modification to the home, earthworks, and other materials installed as part of the agreed solar PV system design which may be only solar PV panels or an installation of both solar PV panels and a battery (collectively referred to as the **Solar Goods**).
- 4.1.3. “Battery-only” and “battery-only system” mean the inverter, storage battery, controls, electrical hardware, wiring, fittings, ancillary components, any external modifications to the home, any internal modification to the home, earthworks, and other materials installed as part of the agreed battery system design where we are installing a standalone battery with no solar PV (collectively referred to as the **Battery Goods**).
- 4.1.4. “**EV Charger Goods**” means electric vehicle charge point hardware, cabling, wiring, fittings, and safety devices installed as required.
- 4.2. Goods can vary slightly from their pictures. We have made every effort to display the Goods accurately on our website and in marketing materials; however, these are for illustrative purposes only.

5. Eligibility & purchase

- 5.1. You may get an indicative quote for any of our Goods on the Octopus website, which is used to make a preliminary assessment of eligibility:
 - Link to our [heat pump explorer](#)
 - Link to our [solar & battery explorer](#)
 - Link to our [EV charger explorer](#)
- 5.2. Octopus will, in our sole discretion, assess and determine your property’s eligibility for any of our Goods based on information provided by you through our website and any follow-up communications by phone or email, and/or, if required, an in-person survey of your property (“Customer Journey”).
- 5.3. We may require a refundable deposit in order to proceed with an in-person survey. If we determine your property is ineligible for our Goods following the survey or if you decide not to proceed with the purchase prior to signing the Sales Contract, we will refund your deposit using the same method of payment.
- 5.4. You must (i) have all rights, title interests and consents to have our Goods installed (both internally and externally to your home) (ii) be responsible for obtaining any required planning, local council or building approvals, consents required for your installation; and (iii) ensure any conditions applicable to

your property or use of our Goods are fulfilled. This is collectively referred to as the “**Eligibility Criteria.**”

- 5.5. Our ability to provide Goods under the Sales Contract is dependent on the technical information you have provided to us. Should you need to amend or update your Eligibility Criteria information or any of the technical information provided to us, you must inform us as soon as you become aware of the change, as it may impact our Estimated Quote and the ability to complete the installation. Where we determine the technical details of your home differ from the answers you provided, we reserve the right to void your Estimated Quote and issue a new Estimated Quote based on those details.
- 5.6. Our pricing and installation service is based on a “**Standard Installation**”, which requires only minor modifications to your home’s interior and exterior finished surfaces and adjacent grounds.
- 5.6.1. Standard Installation includes:
- a design that (where applicable) meets or exceeds the Microgenerational Certification Scheme (MCS) standards (and is not subject to reduction or discount from any customer-requested modifications of the system design);
 - all materials and equipment as part of Goods that you are purchasing, of the size, quantity, capacity, and model deemed appropriate for your home by our technical experts;
 - any compatible controls and connections required to fit a properly functioning system; and
 - all labour required to complete an installation with reasonable skill and care, in a good and workmanlike manner and in accordance with the standards set by MCS.
- 5.6.2. A Standard Installation does not include:
- any major modifications to your home’s existing pipework, including the replacement of a one-pipe heating system or the replacement of undersized primary heating pipework (“**Pipework Replacement**”);
 - any underground works;
 - any changes to your home’s electrical service that your Distribution Network Operator (DNO) may require, such as unlooping, or a three-phase (3-phase) power connection. If your home requires a main fuse (service cut-out) upgrade, we may be able to undertake these works for you, but where we are not allowed to do these additional works, your DNO may levy a separate charge for doing them;
 - any activities which may require additional action from you to get your home ready for installation (“**Pre-Installation Activities**”), which may have additional costs not included in your quote;
 - any major modifications to your home’s roof, walls, or any structural members, any underground works, or other works deemed abnormal by our installation experts;
 - Any assistance with obtaining the rights, title, interests, consents or approvals required for you to meet the Eligibility Criteria;

- any building-related works required (such as any works to box in installed pipework, repair and plastering of walls and ceilings where these surfaces have been disturbed for the purposes of the installation); or
- any repair and finishing of floors and floor coverings where these have been disturbed for purposes of the installation (we appreciate that this work can be extensive, and so we will always aim to fill external wall and suspended floor penetrations where external portions are visible or exposed to unheated spaces where we reasonably can).

5.7. If we determine that your property is eligible for installation, we will provide you with an **Estimated Quote** and these Terms.

5.7.1. The Estimated Quote for Heat Pump Goods, Solar Goods, and/or Battery Goods will be provided via an email link and is valid for thirty (30) days for you to accept. You will need to confirm to us via the link that you accept the Estimated Quote and these Terms. After this, your Estimated Quote will not be valid and you may need to get another one from us.

5.7.2. If it is not being purchased as part of a bundle with another Good, the Estimated Quote for EV Charger Goods is generated online, which you can accept and pay for via our online checkout. Making the payment will constitute your acceptance of our offer and at this point the binding Sales Contract will come into existence between you and us. Please refer to the Product Terms for more details on the purchase and installation process of standalone EV Charger Goods.

5.8. Once you have accepted your Estimated Quote, we will prepare a Sales Contract which will include:

- the costs of supply, delivery, and installation of the Goods ("Final Price Quote")
- a summary of any Pre-Installation Activities required
- any Performance Estimates as required, which may include estimated running costs and/or payback periods, depending on the specific Goods

5.9. By signing the final version of the Sales Contract, the Sales Contract will become a binding contract between you and us.

5.10. We may require a non-refundable deposit upon signing the Sales Contract to secure your installation spot ("**Installation Deposit**"). If you have already paid a deposit, this will become non-refundable upon signing the Sales Contract.

5.10.1. There are certain circumstances in which the Installation Deposits will be refundable, in our sole discretion, acting reasonably, or as required under clause 9.4:

- If the installation cannot proceed due to circumstances beyond either parties' control (*for example, not receiving planning approval from the relevant local authorities or DNO*)

- If the installation receives approval but with restrictions that materially impact the design, capacity/generation, location, price, or payback period
- If Octopus subsequently determines that the installation is non-viable due to the discovery of information or changes in any applicable law

5.11. We may identify that your home is not suitable for our Standard Installation service, but that an installation is possible provided additional works are completed (“**Additional Works**”). We shall provide you with a quote for the cost (an **Additional Works Quote**) as either a separate email or document, or an amended final sale price in your final Sales Contract. The Additional Works Quote may include services and materials provided by third-party providers.

5.11.1. We strive to identify Additional Works while assessing your eligibility and prior to issuing an Estimated Quote and Sales Contract; however, situations can arise where we discover Additional Works during the installation process (e.g. Pipework Replacement). If this happens, we will notify you immediately and provide an Additional Works Quote.

5.11.2. If you choose not to proceed with the Additional Works, we may have to terminate or cancel your installation. We will make every reasonable effort to minimise disruption and costs to both parties, but reserve the right to collect partial payment for any works completed or costs associated with removing and re-instating any existing equipment if it exceeds the amount of any non-refundable deposit or previous payments.

5.12. Upon installation of your Goods, you will receive a document pack that includes information such as certificates, operating manuals, warranty and insurance documentation, and, where applicable, a service plan document.

5.13. In instances where we do not take full payment upfront, you must make full and final payment for installation of your Goods and any Additional Works identified within 5 days of completion of installation (“Due Date”), subject to any conditions under financing arrangements, if applicable, which will prevail.

6. Your obligations under the sales contract

6.1. The costs of supply, delivery and installation of the Goods will be as set out in the Sales Contract.

6.2. You confirm, acknowledge, and agree that:

6.2.1. You will promptly provide us with any information we request and comply with our reasonable requirements;

- 6.2.2. You make all necessary preparations to your property for your installation as set forth in your Sales Contract (including any Pre-Installation Activities) within a reasonable timeframe, not to exceed six months;
- 6.2.3. You will provide us with safe, free and unobstructed access to your property to carry out the installation; and
- 6.2.4. Where the Goods are installed by a third party other than Octopus, you agree to ensure the Goods are installed in accordance with the manufacturer's instructions.
- 6.2.5. You will comply with all applicable laws, planning authority and/or local council instructions, and obtain all necessary consents which we require for us to install the Goods;
- 6.2.6. You will be the end user of the Goods purchased and you confirm that you will be the owner and operator of the Goods for the purposes of any manufacturer warranty;
- 6.2.7. The Goods are not rated for life-support, critical or medical device use, and you will not use the Goods purchased for life support or for any medical purpose, or in any scenario where the failure of power supply could lead to loss or life or personal injury;
- 6.2.8. You shall not modify, alter, or tamper with the Goods;
- 6.2.9. You shall not move your Goods from the location of installation without our consent, and agree that Octopus shall not be liable for the removal or reinstallation of any Goods installed by us upon your relocation of the Goods.
- 6.2.10. You shall ensure that any Heat Pump Goods, Solar Goods, Battery Goods, and EV Charger Goods are connected to the internet at all times and Octopus shall not be liable for losses caused by a failure cellular or other internet network;
- 6.2.11. You shall remain the end user of the Goods, or notify us not less than 30 days in advance if you intend to change the end user of the Goods;
- 6.2.12. You shall take reasonable care of your Goods and any associated equipment; and ensure that your Goods are at all times switched on and connected per the manufacturer's instructions to ensure continued use, and
- 6.2.13. You shall download and install any relevant manufacturer software, and keep your product up to date with the latest software and product updates as made available from time to time by or on behalf of the manufacturer. Where Octopus is the manufacturer of the Goods, we will from time-to-time release updates which will be installed automatically when the Goods are connected to the internet.

- 6.3. You agree that to the extent that any installation, repair, maintenance or management is required in respect of your Goods or any related controls, you shall agree a suitable time with us for such works to take place during our normal business hours.
- 6.4. We will let you know if the manufacturer of your Goods has provided a warranty in relation to the product you've purchased. You may need to register your product for that warranty in order to benefit from it, and we encourage you to read and understand the terms and conditions of that warranty at the point of registration. Any warranty provided under these terms and/or the Sales Contract does not replace or reduce your statutory rights under UK consumer law.
- 6.5. Please note that all Pre-Installation Activities, and any works you undertake to your property in preparation for the installation of any Goods, are at your own risk. We are not responsible or liable for the costs of any such work undertaken, regardless of whether the installation of your Goods takes place or not.

7. Our right to make changes

- 7.1. The exact make and specification of all components and materials shall be at our sole discretion and any changes to the specified schedule of materials and components, including any requested third-party components or materials, will also be at our discretion.
- 7.2. If we need to make changes to the Goods you've purchased, we will notify you and explain the reason why. If you are not comfortable with the changes you can contact us to cancel the Sales Contract and receive a refund for any Goods you have paid for in advance, but not received.

8. Scheduling installation & taking delivery

- 8.1. We will find a mutually agreeable date to start your installation ("**Installation Date**") based on our available capacity and confirmation that all agreed and required Pre-Installation Activities and/or Additional Works will be completed by the Installation Date.
- 8.2. We may ask if we can deliver the Goods separately and prior to the Installation Date. ("**Delivery Date**"). If you give consent for this, you are responsible for providing appropriate space to store and secure the goods until the day of the Installation Date.
- 8.3. If you need to reschedule, we ask for the following notice periods:
- At least 72 working hours' notice to reschedule a Delivery Date;
 - At least 21 working days notice to reschedule an Installation Date
- 8.4. Such notice must be provided on a working day. If you need to reschedule your delivery or installation on shorter notice, we reserve the right to charge a

rescheduling fee of up to £150 for a Delivery Date and up to £250 for an Installation Date.

- 8.5. Note that rescheduling a Delivery or Installation Date may result in subsequent delays in installation, depending on Octopus's available capacity in the area.
- 8.6. Goods will become your responsibility from the time that we deliver the Goods at the address you provided to us.
 - 8.6.1. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the statutory right to cancel your order, beginning when you sign the contract and ending 14 days after all the Goods relating to the contract are delivered to your home. If you provided us with express consent to install within your statutory 14-day cancellation period (requested as part of the Sales Contract), we will do our best to install the Goods either upon delivery of the last component of the Goods (the Delivery Date) or within 7 days of the Delivery Date.
- 8.7. If our supply of the Goods is delayed then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. If there is a risk of substantial delay or if we confirm we are unable to deliver the Goods to you, you may end the Sales Contract and receive a refund for any Goods you have paid for but not received. Nothing in this Clause affects your statutory rights and you retain the right to cancel the Sales Contract as set out in Clause 9.
- 8.8. You have legal rights if we deliver any Goods late. Subject to Clause 8.6.1, If we miss the delivery deadline for any Goods then you may treat the Sales Contract as at an end straight away if we confirm that we will not be able to deliver the Goods to you.
- 8.9. You will own the Goods once we have received payment in full.

9. Your rights to end the sales contract

- 9.1. You may end your Sales Contract with us in certain circumstances. Your rights will depend on what you have bought, whether there is anything wrong with it, how we are performing, and when you decide to end the Sales Contract. You can end the Sales Contract for the following reasons:
 - 9.1.1. if what you have bought is faulty or misdescribed you may have a legal right to end the Sales Contract (or to get the Goods repaired or replaced or to get some or all of your money back) – see Clause 12;
 - 9.1.2. if you want to end the Sales Contract because of something we have done in breach of these terms, as set out in Clause 9.3; or
 - 9.1.3. if you have changed your mind about the Goods, you may be able to get a refund if you provide us with notice at any time from placing your order

online until the end of the cooling off period, but this will be subject to deductions as set out in Clause 9.4.

- 9.2. To end the Sales Contract with us, you should let us know by calling customer services on 0808 196 6842 or email us, either at the product emails set out above or your dedicated Smart Tech Specialist. You may also provide us with the cancellation notice set out at the schedule to these terms with your email or written cancellation, but we do not require this.

- 9.3. ***Ending the Sales Contract because of something we have done or are going to do.*** If you are ending a Sales Contract for a reason set out below, the Sales Contract will end immediately and we will refund you in full for any Goods which have not been provided to you. The reasons you can end this are:

- 9.3.1. we have told you about an error in the price or description of the Goods you have ordered and you do not wish to proceed; or
- 9.3.2. you have a legal right to end the Sales Contract because of something we have done wrong, and depending on the nature of our breach of these terms, you may be entitled to compensation pursuant to your rights as a consumer.

- 9.4. ***Exercising your right to change your mind (Consumer Contracts Regulations 2013).*** For most products bought online you have a legal right to change your mind within 14 days and receive a refund.

- 9.4.1. You have 14 days after the day you:
- sign the Sales Contract, in which period you may cancel the Sales Contract and your Installation Deposit is refundable.
 - receive (or someone you nominate receives) the Goods, in which period you may cancel the Sales Contract. Where your Goods are split into several deliveries over different days, you have 14 days after the day you receive (or someone you nominate receives) the last delivery to change your mind about the Goods and cancel the Sales Contract. We will determine whether your Installation Deposit is refundable under these circumstances in accordance with clause 9.5.1.

- 9.4.2. If you would like us to install the Goods during the cancellation period referenced in clause 9.4 above, you will need to provide express written consent to install during that period. The form required for signing shall be included in your Sales Contract pack.

9.5. **Cancelling if works have already started**

- 9.5.1. Should you give us consent to install the Goods during the cancellation period and then 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. This will include the reasonable fees for the work done so far and the reduced value of the Goods. It may include us retaining the Installation Deposit, or an amount greater or less than the Installation Deposit. Please note that the Goods, once installed, will be considered bespoke as they have been fitted to the requirements of your property.

9.5.2. We will pay the costs of return or uninstallation if the Goods are faulty or misdescribed, or we are legally required to do so because of something we've done wrong. In all other circumstances (including where you are exercising your right to change your mind) we may charge you for the reasonable costs and fees incurred in relation to the Goods and services received prior to cancellation. If we have commenced work prior to the expiry of the 14-day cancellation period with your consent, you must allow us to uninstall the Goods and we will charge you reasonable fees for the work done so far and the reduced value of the Goods. This could mean that you are charged a significant proportion of the agreed price, as it is likely to be impossible to re-fit the Goods to another property.

9.5.3. If you end the Sales Contract for any reason after Goods have been dispatched to you or you have received them and the Goods have not been installed, you must contact us and arrange a time for collection or return.

9.5.4. In some cases and with your permission, we may have completed some activities prior to you receiving delivery of the Goods (e.g. installing an earth rod for a whole-home back-up battery system). If you subsequently cancel the Sales Contract after works have been completed, we reserve the right to, at our discretion, charge you a fee up to £400 to reflect work carried out at your property.

9.6. We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then:

9.6.1. for Goods which we have not offered to collect, your refund will be made within 14 days from the day on which we receive the Goods back from you or, if earlier, the day on which you provide us with evidence that you have sent the Goods back to us; and

9.6.2. in all other cases, your refund will be made within 14 days of you telling us that you have changed your mind.

10. **Our rights to end the contract**

10.1. We may end the Sales Contract if you break it. We may end the Sales Contract at any time by writing to you if:

10.1.1. you do not make any payment to us when it is due and you still do not make payment within 28 days of us reminding you that payment

is due;

- 10.1.2. You cannot meet the Eligibility Criteria in a reasonable timeframe prior to installation;
 - 10.1.3. where you have signed the Sales Contract and we are unable to contact you for a period of thirty (30) days following reasonable attempts to make contact; or
 - 10.1.4. you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the Goods, for example, instructions regarding access to your property or confirmation that the Pre-Installation Activities have been completed within six months.
- 10.2. If we end the Sales Contract under the conditions in Clause 10.1, we will retain the Installation Deposit and any non-refundable deposits paid. However, if you have paid in advance for Goods we have not provided (e.g. for EV Charger Goods), we will issue a refund.

11. If there is a problem with the goods

- 11.1. If you have any questions or complaints about the Goods, you should contact us. You can find details of who to contact in the complaints policy provided in your Product Terms.
- 11.2. We will install your Goods with reasonable care and skill. Your Goods may be supplied with a warranty provided by the manufacturer of the product to cover defects in the Goods, depending on the relevant Goods and manufacturer in question. Any applicable manufacturer warranty documentation will be provided to you following installation of your Goods, and we will assist you with making a warranty claim should your Goods be defective under that manufacturer warranty.
- 11.3. In addition, we are under a legal duty to supply Goods that are in conformity with the Sales Contract and your rights as a consumer. Nothing in these terms will affect your legal rights as a consumer.

12. Price and payment

- 12.1. The price of the Goods (which includes VAT) will be the price indicated on the Sales Contract. We take all reasonable care to ensure that the price of the Goods advised to you are correct. However please see Clause 9.3 for what happens if we discover an error in the price of the Goods you order.
- 12.2. Where the EV Goods include Data Connectivity, we reserve the right to charge for that Data Connectivity. However, any charges for Data Connectivity will take effect no earlier than three years from the installation date.

- 12.3. If the rate of VAT changes between the date of the Sales Contract and the date that we supply the Goods, we will adjust the rate of VAT that you pay, unless you have already paid for the Goods in full before the change in the rate of VAT takes effect.
- 12.4. It is always possible that, despite our best efforts, some of the Goods we sell may be incorrectly priced. We will normally check prices before providing any quotes so that, where the Goods' correct price at the date of the Sales Contract is less than our stated price at the date of the Sales Contract, we will charge the lower amount. If the Goods' correct price at the date of the Sales Contract is higher than the price stated to you, we will contact you for your instructions and no contract will have been entered into.
- 12.5. We accept payment with American Express, China UnionPay, Discover & Diners Club, Japan Credit Bureau, Visa and Mastercard.
- 12.6. If you do not make any payment due to us under the Sales Contract by the Due Date we may:
- 12.6.1. charge interest to you on the overdue amount at the rate of 3% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgement. You must pay us interest together with any overdue amount;
 - 12.6.2. Pause or cancel any tariff linked to the Goods;
 - 12.6.3. take such steps as are necessary to recover the sums due to us, which may include employing a debt collection agency;
 - 12.6.4. provide information about your non-payment to credit reference agencies, which may impact your ability to get credit in the future; and/or
 - 12.6.5. recover from you all costs incurred by us in pursuing your non-payment, including bank charges due to cancelled or failed payments, the cost of visiting you, including through any debt collection agency.
 - 12.6.6. If you think an invoice is wrong you must contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

13. Our responsibility for loss or damage suffered by you

- 13.1. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of us breaking this Sales Contract or us failing to use reasonable care and skill, but we are not responsible for any

loss or damage that is not foreseeable or loss or damage which is indirect, such as loss of earnings, or the cost of making improvements or changes to your property. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the Sales Contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

- 13.2. **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; or for breach of your legal rights in relation to the Goods as summarised at Clause 11.
- 13.3. **We will make good any damage to your property caused by us when installing the Goods.** However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while installing the Goods. In addition to your statutory rights, we separately guarantee that our installation work shall be conducted with reasonable care and skill (the Installation Warranty). Should you suffer any damage to your property in the five years following the installation because of our failure to install in accordance with the Installation Warranty, we shall remedy the damage you have suffered.
- 13.4. **Third-Party Platform Use.** We may from time to time use a third party to process orders, payments, and to assist with the general functionality of our website (such as Shopify). While we try to ensure the site operates smoothly, we do not guarantee that the third party platforms we use will be uninterrupted, timely, secure, or error-free. We disclaim all liability for any loss or damage arising from interruptions, technical failures, or defects in the operation of any third party platform we use in relation to these terms.
- 13.5. We are not liable for business losses. We only supply the Goods for domestic and private use. If you use the Goods for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 13.6. Octopus does not limit or exclude its liability where doing so would be unlawful. Otherwise, and subject to clauses 13.2, and 13.4 of these Contract Terms, our total aggregate liability under your Sales Contract shall not exceed the sum of £30,000.

14. Data protection

- 14.1. You agree that we may use any personal data that you provide to us in according to our Privacy Policy which is available on our website at <https://octopus.energy/policies/privacy-policy/>, and as set out in these terms. You further agree that we may share your personal data with distribution network operators and electricity systems operators (known as DSOs and ESOs respectively) for the purposes of submitting an application for installation of your Goods at your property, and such personal data shall be

handled in accordance with that DSO or ESO's privacy policy in place from time to time.

- 14.2. As members of HIES (please visit <https://www.hiesscheme.org.uk/who-we-are/about-hies/> to read more about the Consumer Code Body) and NAPIT (please visit <https://www.napit.org.uk/home-owner/why-choose-a-napit-member.aspx> to read more about the MCS Certification Body), you agree that we may provide such customer data to them as required in support of their quality monitoring procedures.
- 14.3. You agree that we may receive telemetry, diagnostic, and other system performance data from your installed Goods, to include control modules, inverters, batteries, and other installed digital devices, whether or not you are under an energy import or export tariff agreement with us. Such data will be transmitted via your Goods' control device. Any use of such data by ourselves will be conducted in accordance with applicable laws and our Privacy Policy, and you hereby agree to such use. Any use of such data by ourselves will be conducted in accordance with applicable laws and our Privacy Policy and you hereby agree to such use of your data from your Goods. Please visit <https://octopus.energy/policies/privacy-policy/> to read more about the Octopus Energy Privacy Policy.
- 14.4. You agree that we, through our mobile application for Apple iOS or Google Android and selected third party tools and services, may send and receive telemetry, diagnostic, other system parameters and performance data.
- 14.5. You agree that we may access your Goods remotely to allow control of the operation and functions of your system or its installed digital components through our mobile application, or by other remote means. This may include deciding to control the output of your Goods within its normal operational parameters (per manufacturer's specification), and maintaining temperature thresholds set by you.
- 14.6. You agree that, where you are under a flexible energy import or export tariff ("Smart Tariff") agreement with us, you agree that we may, through our digital systems, remotely access your installed Goods for the purpose of controlling its operation and functions as required to deliver optimised system performance in support of your Smart Tariff.
- 14.7. You agree that we may share your personal data with any underlying product provider or manufacturer to assist with the provision of services under these terms and conditions, including but not limited to the delivery, installation and maintenance of your Goods.
- 14.8. **Data Security and Transmission.** Where we rely on a third party for the provision of services, we rely on that third party's security measures for the transmission and storage of data relating to transactions on the platform. You acknowledge and agree that the transmission of information over the internet

is not entirely secure, and we cannot guarantee the security of your data transmitted to or through the third party services. We are not responsible for the acts or omissions of the third party service providers regarding the security or integrity of your data.

15. Miscellaneous terms & conditions

- 15.1. We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your statutory rights or rights under the Sales Contract.
- 15.2. You need our consent to transfer your rights to someone else. You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 15.3. Nobody else has any rights under this Sales Contract. This Sales Contract is between you and us. No other person shall have any rights to enforce any of its terms. Neither we or you will need to get the agreement of any other person in order to end the Sales Contract or make any changes to these terms.
- 15.4. Notices to you under this Sales Contract will be sent by post or hand to the billing address, or in the case of email to the last known email address that you have provided to us. Notices to us under this Sales Contract must be sent by post to Octopus Energy Services Limited, UK House, 5th Floor, 164-182 Oxford Street, London, W1D 1NN, with a copy emailed to notices@octoenergy.com.
- 15.5. If a court finds part of the Sales Contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 15.6. These terms are governed by English law and you can bring legal proceedings in respect of the Goods in the courts of England and Wales. If you live in Scotland you can bring legal proceedings in respect of the Goods in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the Goods in either the Northern Irish or the English courts.

SCHEDULE

MODEL Cancellation Notice

(Complete and return this form only if you wish to withdraw from the Sales Contract)

To Octopus Energy Services Limited, UK House, 5th Floor, 164-182 Oxford Street, London, W1D 1NN, 0808 164 1088.

I [*] hereby give notice that I/ [*] cancel my [*] Sales Contract of sale of the following

Goods [*/for the supply of the following Service [*,

Ordered on [*/received on [*,

Name of consumer(s),

Address of consumer(s),

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

Date

Solar & Battery Product Terms

1. Introduction

- 1.1. These terms, together with the general terms and conditions of sale and installation (known as the General Terms), your Quote and any Additional Works Quote if applicable (each as defined below) and the OpenSolar documentation shall form the contract (the **Sales Contract**) between you and Octopus Energy Services Limited (company number 10434397) (“we”, “us”, “our” and “Octopus”) for the sale, purchase and installation of the Solar Goods and/or Battery Goods selected by you (together, the **Goods**). Any defined terms used in these Product Terms which are not otherwise defined here shall have the meaning given to them in the General Terms.
- 1.2. If you are a Warm Home Discount Scheme customer, Clause 6 sets out how these terms differ for your experience as a customer.

2. Quotes

- 2.1. The Quote we provide will be for our Standard Installation, which has the definition as in the Contract Terms. For clarity, materials for Solar or Battery Goods may include (but are not limited to):
 - (a) Solar photovoltaic panels of the size, quantity, capacity, and model deemed appropriate for your home by our rooftop solar PV technical experts;
 - (b) Inverter of a size, as determined by us;
 - (c) Battery of a size, as selected by you;

(d) Compatible controls and connections

(e) All electrical and hardware materials required to fit a properly functioning solar PV system and/or battery system at your home.

2.2. Any Quote we provide constitutes our price for a Standard Installation that (where applicable) meets or exceeds Microgeneration Certification Scheme (MCS) standards and is not subject to reduction or discount from any customer-requested modifications of the system design. All installations, including battery-only ones, are subject to Electrical Energy Storage Systems (EESS) standards to cover safety requirements for energy storage systems using lithium-ion and other chemistries.

3. Battery-Only Installations

3.1. If you are purchasing Battery Goods with the intent to connect to an existing solar PV or battery system not originally installed by us ("**Third Party Solar System**"), we reserve the right to request such documentation as we require to assess the compatibility between the Battery Goods and the Third Party Solar System. If you are unable to provide appropriate or accurate documentation and/or we deem the existing system is incompatible with your existing system or unsafe for use in our sole discretion, we reserve the right to cancel the installation and refund any deposits paid.

3.2. In order for us to provide you with a battery-only installation, you need to be the sole legal and beneficial owner of the solar PV system and all associated infrastructure, or have total freedom and permission to use the same. We can't provide you with the Battery Goods if a third party (such as a landlord) has an interest or right in the relevant property or solar system.

3.3. Please note that you'll need to provide us with evidence that the above is correct before we can proceed with a battery-only install. If you are unable to do this, or if any third-party interest, leasehold, or consent is required, we will not carry out the installation.

3.4. If we have already carried out the installation and we are subsequently informed that a third-party interest exists in the property and roof and we are required to remove the battery, we reserve the right to charge you our reasonable costs in undertaking this work and you will not be eligible for a refund of the battery in these circumstances.

3.5. We shall not be responsible for the performance, safety, compatibility, or compliance of that existing system. This includes, but is not limited to, any faults, inefficiencies, or failures arising from the third-party system, whether or not they affect the operation of the newly installed battery.

3.6. Please note that we are not responsible for the invalidation of any warranty which may arise in relation to your solar system as a result of conducting a battery-only installation. Please always check the terms of your solar system warranty before undertaking a battery-only installation. We are not

responsible for the interoperability between your solar system and your Battery Good, and we shall not be liable for any issues relating to your solar system save where we have caused damage to the hardware in the course of installing your Battery Good.

4. System performance

4.1. We will provide you with an estimated output factor for your Solar Goods (**Output Factor**). The Output Factor will be calculated in accordance with the MCS Solar PV Standard methodology and a breakdown of the assumptions and inputs will be provided as part of the Quote and final Sales Contract. We are not responsible for any deviation in output from the Output Factor resulting from the assumptions and/or external factors provided to us being incorrect, incomplete or contain errors. Please note that this does not affect your statutory legal rights where the Solar Goods are misdescribed or defective.

4.2. For installations consisting solely of a battery storage system, whether or not connected to an existing Solar PV System not supplied or installed by us:

4.2.1. The performance and efficiency of the battery system may be influenced by the condition, output, and configuration of any third-party equipment to which it is connected.

4.2.2. Where a battery is installed alongside an existing Solar PV System, we shall take reasonable steps to ensure compatibility; however, we are not responsible for the performance, faults, or inefficiencies of equipment not supplied or installed by us.

4.2.3. Where a battery is installed without any solar panels, its charging and discharging capability will depend on the mode of use.

5. Finance options (not applicable to Warm Home Discount customers)

5.1. If you have applied for finance in order to purchase your Goods, the following terms will apply.

5.2. Finance is offered through Zopa Bank Limited (company number: 10627575), trading as DivideBuy, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, firm reference number 800542. Zopa Bank Limited is incorporated in England and Wales and has its registered office at: 1st Floor, Cottons Centre, Tooley Street, London, SE1 2QG. VAT Number 281765280. DivideBuy's trading address is First Floor, Brunswick Court, Brunswick Street, Newcastle-under-Lyme, ST5 1HH.

5.3. Octopus Energy Services Limited is authorised and regulated by the Financial Conduct Authority (FCA), Firm Reference Number 1033722. We act as a credit broker and not a lender. Company number: 10434397. Registered address: UK House, 5th Floor, 164–182 Oxford Street, London, W1D 1NN.

You agree to us sharing your personal data with Novuna where you wish to apply for financing from them.

- 5.4. The finance agreement shall be between you and DivideBuy. DivideBuy can arrange fixed-term loans of 2, or 3 years, with a fixed interest rate of 4.9% per annum, and 5, 7 and 10 years, with a fixed interest rate of 9.9% per annum. Acceptance of your application for finance shall be at Zopa's absolute discretion.
- 5.5. In the event that you intend to make alterations to your Goods subsequent to finalising your finance agreement, resulting in an increased borrowing amount, you will need to initiate the finance application process again. This is because the finance offer will be based on your final price.
- 5.6. In the event that you move property after the Goods have been installed, the original credit agreement entered into with DivideBuy will remain in effect. You remain fully liable for all repayments in accordance with the terms of their finance agreement, regardless of any changes in property ownership or occupancy.
- 5.7. You acknowledge and agree that to the extent we agree to provide you with a refund of any sum in relation to your Goods (other than the deposit referred to in paragraph 5.9 of the Contract Terms), we are required to pay such sum to Zopa by way of a reduction to your outstanding finance balance, rather than to pay such sum to you directly.
- 5.8. As we have no direct relationship with the finance product, we are unable to address any finance-related queries and/or complaints, and you will need to reach out to DivideBuy directly. Their details can be found [here](#). We accept no responsibility for nor any liability in relation to the financing of your product.
- 5.9. The finance agreement covers the entire system price. Therefore, where we have taken a deposit from you, that amount will be refunded to you after both the sales agreement with us and the finance agreement with DivideBuy have been entered into.

6. Warm Home Discount customers

- 6.1. Where you're benefiting from the Warm Home Discount Scheme, the following terms will apply:
 - 6.1.1. We will get in touch with you if you're eligible for solar installation under this scheme. You will not be required to contact us to obtain a Quote.
 - 6.1.2. The costs of purchase and installation of your Goods will be covered in accordance with the Warm Home Discount Scheme documentation which will be provided to you as part of the customer journey. This includes prices stated in any Quote and any Additional Works Quote.

7. Contact us

7.1. We hope you don't have any issues with your Goods, but if you do wish to contact us, please email solar@octopus.energy or call us on 0808 196 6842 and we will do our best to resolve the issue with you. Further details on our complaints policy can be found at <https://octopus.energy/unhappy-home-tech/>

Solar PV & Home Battery General & Product Terms version 16 - updated on 12 January 2026.

455W **LB**
Series Higher power generation better LCOE n-type with very Lower LID Better Temperature Coefficient Better low irradiance response 25-year product warranty 30-year linear power output warranty

n-type Bifacial Double Glass High Efficiency Mono Module JAM54D41 LB

430-455

Comprehensive Certificates

- IEC 61215, IEC 61730
- ISO 9001: 2015 Quality management systems
- ISO 14001: 2015 Environmental management systems
- ISO 45001: 2018 Occupational health and safety management systems
- IEC 62941: 2019 Terrestrial photovoltaic (PV) modules - Quality system for PV module manufacturing

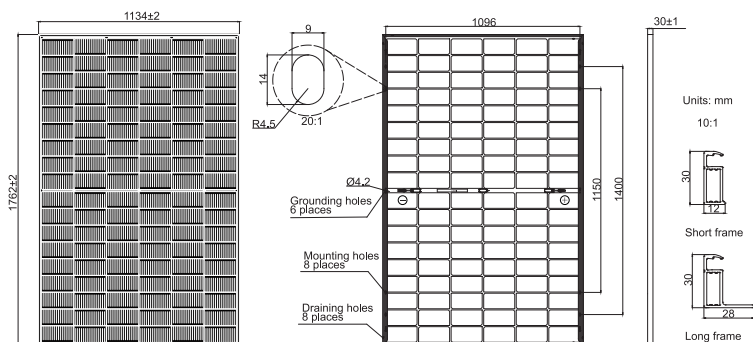




455W

430-455

JAM54D41

LB
Series

Remark: customized frame color and cable length available upon request

Cell	Mono-16BB
Weight	22kg
Dimensions	1762±2mm×1134±2mm×30±1mm
Cable Cross Section Size	4mm ² (IEC), 12 AWG (UL)
No. of cells	108(6×18)
Junction Box	IP68, 3 diodes
Connector	QC 4.10-351/ MC4-EVO2A
Cable Length (Including Connector)	Portrait: 300mm(+)/400mm(-); Landscape: 1200mm(+)/1200mm(-)
Front Glass/Back Glass	1.6mm/1.6mm
Packaging Configuration	36pcs/Pallet, 936pcs/40HQ Container

ELECTRICAL PARAMETERS AT STC

TYPE	JAM54D41 -430/LB	JAM54D41 -435/LB	JAM54D41 -440/LB	JAM54D41 -445/LB	JAM54D41 -450/LB	JAM54D41 -455/LB
Rated Maximum Power(P _{max}) [W]	430	435	440	445	450	455
Open Circuit Voltage(V _{oc}) [V]	38.50	38.70	38.90	39.10	39.30	39.50
Maximum Power Voltage(V _{mp}) [V]	32.12	32.29	32.47	32.65	32.82	33.00
Short Circuit Current(I _{sc}) [A]	14.14	14.23	14.31	14.40	14.48	14.56
Maximum Power Current(I _{mp}) [A]	13.39	13.47	13.55	13.63	13.71	13.79
Module Efficiency [%]	21.5	21.8	22.0	22.3	22.5	22.8
Power Tolerance	0~+5W					
Temperature Coefficient of I _{sc} (α _{Isc})	+0.046% / °C					
Temperature Coefficient of V _{oc} (β _{Voc})	-0.260% / °C					
Temperature Coefficient of P _{max} (γ _{Pmp})	-0.300% / °C					
STC	Irradiance 1000W/m ² , cell temperature 25 °C, AM1.5G					

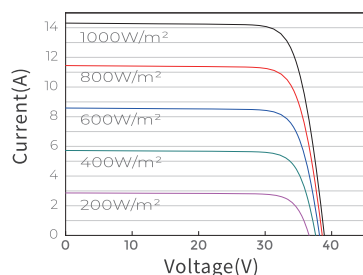
ELECTRICAL CHARACTERISTICS WITH 10% SOLAR IRRADIATION RATIO

TYPE	JAM54D41 -430/LB	JAM54D41 -435/LB	JAM54D41 -440/LB	JAM54D41 -445/LB	JAM54D41 -450/LB	JAM54D41 -455/LB
Rated Max Power(P _{max}) [W]	464	470	475	481	486	491
Open Circuit Voltage(V _{oc}) [V]	38.50	38.70	38.90	39.10	39.30	39.50
Max Power Voltage(V _{mp}) [V]	32.11	32.29	32.47	32.65	32.82	32.99
Short Circuit Current(I _{sc}) [A]	15.27	15.36	15.46	15.55	15.64	15.73
Max Power Current(I _{mp}) [A]	14.46	14.55	14.63	14.72	14.81	14.89
Irradiation Ratio (rear/front)	10%					

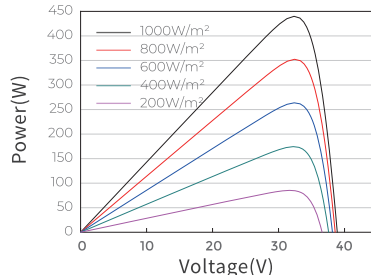
*Bifaciality=P_{max, rear}/Rated P_{max, front}

CHARACTERISTICS

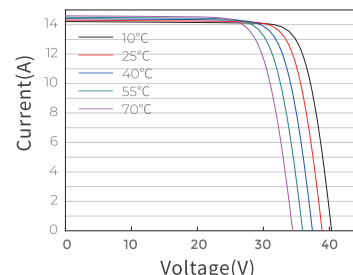
Current-Voltage Curve JAM54D41-440/LB



Power-Voltage Curve JAM54D41-440/LB

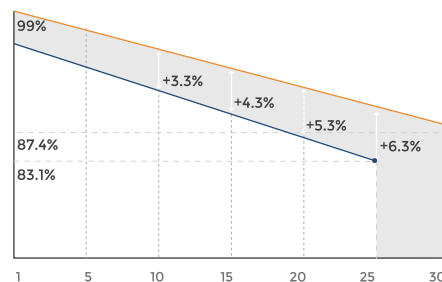


Current-Voltage Curve JAM54D41-440/LB



Superior Warranty

1% 1st-year Degradation
0.4% Annual Degradation Over 30 years

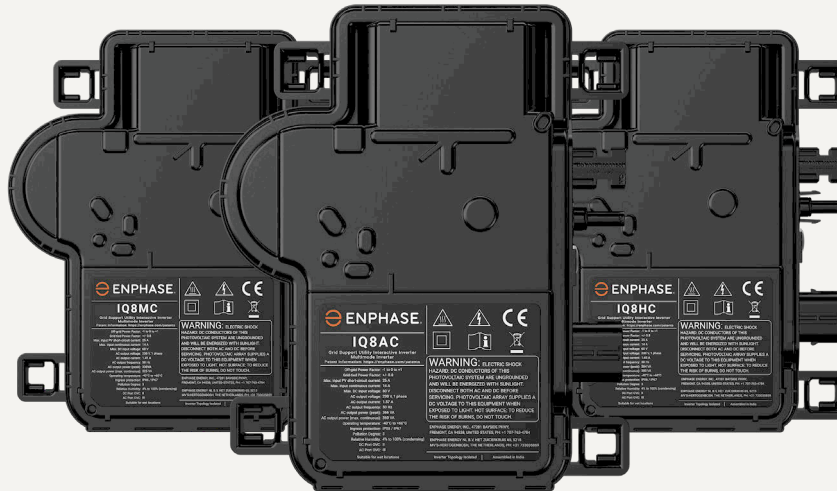


- n-type Bifacial Double Glass Module Linear Performance Warranty
- Standard Module Linear Performance Warranty

*Subject to the terms and conditions contained in the Limited Warranty Statement.
Also this 25-year limited product warranty is available only for products installed and operating on residential rooftops in certain regions.

OPERATING CONDITIONS

Maximum System Voltage	1500V DC
Operating Temperature	-40 °C ~+85 °C
Maximum Series Fuse Rating	30A
Maximum Static Load, Front	5400Pa (112 lb/ft ²)
Maximum Static Load, Back	2400Pa (50 lb/ft ²)
NOCT	45±2 °C
Bifaciality*	80%±10%
Fire Performance	UL Type 38



IQ8 Series Microinverters

The high-powered, smart grid-ready IQ8 Series Microinverters are designed to match the latest generation high output PV modules. The IQ8 Series Microinverter has the highest energy production and reliability standards in the industry, and with rapid shutdown functionality, it meets the highest safety standards. The brain of the semiconductor-based microinverter is our proprietary, application-specific integrated circuit (ASIC) that enables the microinverter to operate in a grid-connected mode.



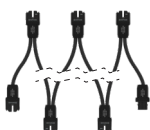
IQ Gateway

The IQ Gateway is the platform for energy management and integrates with the IQ Microinverters to provide complete control and insights into the Enphase Energy System.



IQ8 Series with integrated MC4 connectors

Connect PV modules quickly and easily to the IQ8 Series Microinverters that have integrated MC4 connectors.



IQ Cabling

Install microinverters quickly and safely with IQ Cabling. With multi-phase IQ Cabling, the installed capacity is automatically distributed evenly across all three phases.



IQ8 Series Microinverters redefine reliability standards with more than 1 million cumulative hours of power-on testing, enabling an industry-leading limited warranty of up to 25 years.*

Compatible with latest generation high-output PV modules

- Supports the latest high-current PV modules
- Supports all common PV module powers and cell architectures

Easy to install and commission

- Lightweight and compact with integrated Stäubli MC4 connectors for easy installation
- Fast installation with simple AC cabling
- Faster firmware upgrades enabled by the new integrated circuit technology

High energy production, reliability, and safety

- More than 1 million power-on hours of reliability testing
- Patented Burst Mode technology provides increased energy production
- Low-voltage DC and rapid shutdown for the ultimate fire safety

Note:

- Commissioning of IQ8 Series Microinverter systems requires Enphase Installer App version 3.31.0 or higher.
- IQ8 Series Microinverters cannot be mixed together with previous generations of Enphase microinverters (IQ7 Series, IQ6 Series and so on) on the same IQ Gateway.

*25-year warranty is valid, provided an internet-connected IQ Gateway is installed.

IQ8 Series Microinverters

INPUT DATA (DC)		UNITS	IQ8MC-72-M-INT		IQ8AC-72-M-INT	IQ8HC-72-M-INT
Typical module compatibility			54-cell/108-half-cell, 60-cell/120-half-cell, 66-cell/132-half-cell, 72-cell/144-half-cell No enforced DC/AC ratio and maximum input power. Modules can be paired as long as the maximum input voltage is not exceeded and the maximum input current of the inverter at the lowest and highest temperature is respected. See the compatibility calculator at https://enphase.com/en-gb/installers/microinverters/calculator .			
Minimum/Maximum input voltage	U _{dcmin} /U _{dcmax}	V	18/60			
Start-up input voltage	U _{dcstart}	V	22			
Rated input voltage	U _{dc,r}	V	35.0	36.5	37.0	
Minimum/Maximum MPP voltage	U _{mppmin} /U _{mppmax}	V	25/45	28/45	29.5/45	
Minimum/Maximum operating voltage	U _{opmin} /U _{opmax}	V	18/49			
Maximum input current	I _{dcmax}	A	14			
Maximum short-circuit DC input current	I _{scmax}	A	25 Maximum short circuit current for modules (I _{sc}) allowed to be paired with IQ8 Series Microinverters: 20 A (calculated with 1.25 safety factor as per IEC 62548).			
Maximum input power ¹	P _{dcmax}	W	480	530	560	
OUTPUT DATA (AC)		UNITS	IQ8MC-72-M-INT		IQ8AC-72-M-INT	IQ8HC-72-M-INT
Maximum apparent power	S _{ac,max}	VA	330	366	384	
Rated power	P _{ac,r}	W	325	360	380	
Nominal grid voltage	U _{acnom}	V	230			
Minimum/Maximum grid voltage	U _{acmin} /U _{acmax}	V	184/276			
Maximum output current	I _{acmax}	A	1.43	1.59	1.67	
Nominal frequency	f _{nom}	Hz	50			
Minimum/Maximum frequency	f _{min} /f _{max}	Hz	45/55			
Maximum units per single/ Multi-phase 20 A circuit	16 A/I _{acmax}		11 (L+N)/33 (3L+N)	10 (L+N)/30 (3L+N)	9 (L+N)/27 (3L+N) For IQ Cable with 2.5 mm ² stranded conductors and using a 1.25 safety factor, 16 A per phase is calculated as the maximum current according to IEC 60364. Safety factors applied may vary based on local regulations or best practices, also upon the characteristic the OCPD selected.	
Maximum units per single/ Multi-phase IQ Cable section			8 (L+N)/18 (3L+N)	8 (L+N)/18 (3L+N)	8 (L+N)/18 (3L+N) Centre feeding is the best practice. These design limits should ensure voltage rise and line conductor resistance on the IQ Cable are maintained within acceptable limits. In locations with a risk of high grid voltage at the point of connection, it may be necessary to decrease the maximum number of microinverters on the IQ Cable section by as much as 50%.	
Protective class (all ports)			II			
Total harmonic distortion		%	< 5			
Power factor setting			1.0			
Power factor range	cosphi		0.8 leading – 0.8 lagging			
Inverter maximum efficiency	η _{max}	%	97.5	97.3	97.4	
European weighted efficiency	η _{EU}	%	96.7	96.6	96.8	
Inverter topology			Isolated (HF transformer)			
Nighttime power loss		mW	50			
MECHANICAL DATA			IQ8MC-72-M-INT		IQ8AC-72-M-INT	IQ8HC-72-M-INT
Ambient air temperature range			-40°C to 65°C (-40°F to 149°F)			
Relative humidity range			4% to 100% (condensing)			
Overvoltage class AC port			III			
Number of input DC connectors (pairs) per single MPP tracker			1			
AC connector type			IQ Cabling (refer to the cable accessories datasheet)			

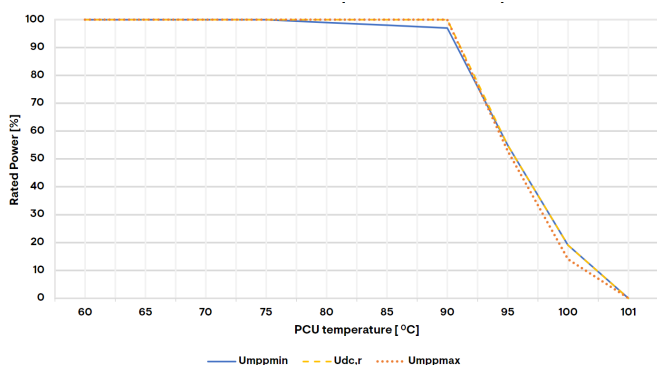
(1) Pairing PV modules with wattage above the limit may result in additional clipping losses. See the compatibility calculator at <https://enphase.com/en-gb/installers/microinverters/calculator>.

MECHANICAL DATA	IQ8MC-72-M-INT	IQ8AC-72-M-INT	IQ8HC-72-M-INT
DC connector type	Stäubli MC4		
Dimensions (H x W x D)	212 mm (8.3") x 175 mm (6.9") x 30.2 mm (1.2") (without mounting brackets)		
Weight (with mounting plate)	1.1 kg (2.4 lbs)		
Cooling	Natural convection – no fans		
Enclosure	Class II double-insulated, corrosion-resistant polymeric enclosure		
IP rating	Outdoor - IP67		
Altitude	< 2600 m		
Calorific value	37.5 MJ/unit		
STANDARDS	IQ8MC-72-M-INT	IQ8AC-72-M-INT	IQ8HC-72-M-INT
Grid compliance	G98, G99, G100		
Safety	EN IEC 62109-1, EN IEC 62109-2		
EMC	EN IEC 61000-3-2, 61000-3-3, 61000-6-2, 61000-6-3, EN IEC 50065-1, 50065-2-1, EN55011 ²		
Product labelling	CE		
Advanced grid functions ³	Power export limiting (PEL), phase imbalance management (PIM), loss of phase detection (LOP), power factor control Q (U), cos (phi) (P)		
Microinverter communication	Power line communication (PLC) 110 – 120 kHz (Class B), narrow band 200 Hz		

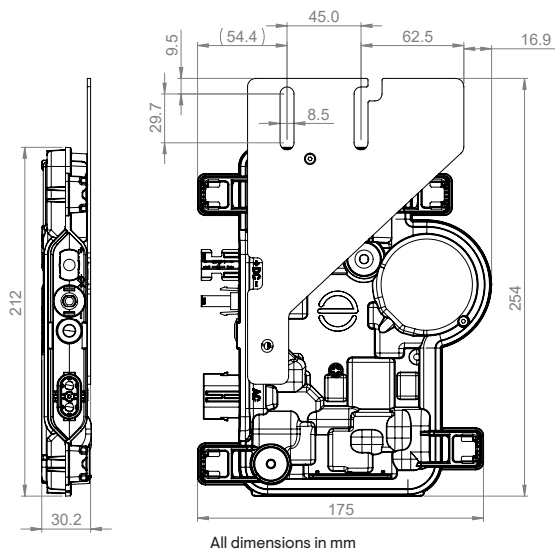
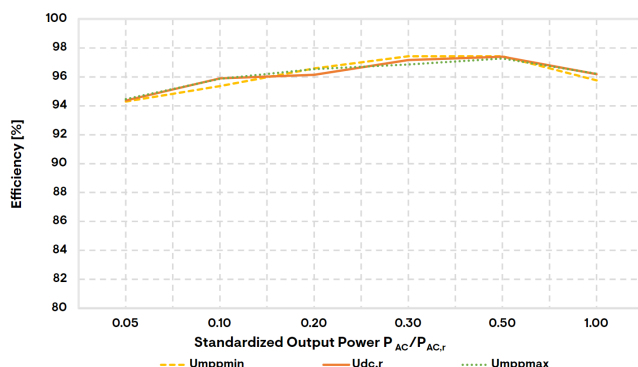
(2) At STC within MPP range.

(3) Some of these functions require IQ Gateway Metered with current transformers and/or IQ Relay installed.

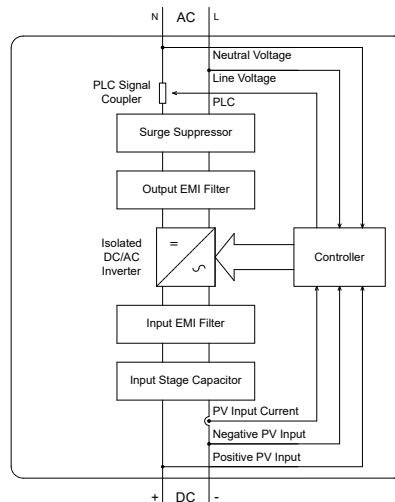
IQ8 Series Microinverters rated power v/s PCU temperature



IQ8 Series Microinverters efficiency curve



Enphase IQ8 Series Microinverters



Assembled in China, India, or Romania.

Manufacturer: Enphase Energy Inc. 47281 Bayside Pkwy, Fremont, CA 94538, United States of America, Tel: +1 (707) 763-4784

Importer: Enphase Energy NL B.V., Het Zuiderkruis 65, 5215MV, 's-Hertogenbosch, Netherlands, Tel: +31 73 3035859

IQ8SE-14A-DSH-00198-2.0-EN-INT-2023-09-04

Revision history

Revision	Date	Description
DSH-00198-2.0	September 2023	Initial release
DSH-00198-1.0	August 2023	Preliminary release



IQ Battery 5P

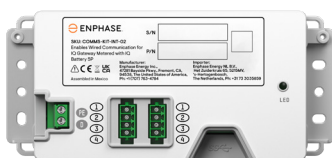
IQ Battery 5P all-in-one AC-coupled system is powerful, reliable, simple, and safe. It has a total usable energy capacity of 5.0 kWh and includes six embedded IQ8D-BAT Microinverters with a 3.2 kVA continuous power rating.

Components of the Enphase Energy System



IQ Gateway and current transformers (CTs)

Provides complete control and insights into the Enphase Energy System. IQ Gateway is shipped with two CTs to enable production and consumption monitoring with an accuracy of $\pm 1\%$.



Communications Kit 2 INT

The Enphase Communications Kit 2 INT enables wired communication between IQ Gateway Metered and IQ Battery 5P using Control cables.



IQ Microinverters

IQ Series Microinverters pack more power into less space than other rooftop solar systems and make rooftop solar more productive, reliable, smart, and safe.



IQ Battery 5P accessories

The IQ Battery 5P lifting handles are reusable and ease the installation process. The IQ Battery 5P pedestal enables floor mounting of the IQ Battery 5P.

Powerful

- Provides 3.2 kVA continuous power
- Includes six embedded IQ8D-BAT Microinverters

Reliable

- 15-year limited warranty
- Cools passively with no moving parts or fans
- Uses wired communication for fast and consistent connection
- Updates software and firmware remotely

Simple

- Fully integrated AC-coupled battery system
- Installs and commissions easily
- Supports Self-Consumption mode of operation
- Offers homeowners remote monitoring and control from the Enphase App
- Field replaceable components

Safe

- Meets UL 9540A, the highest industry standard for battery safety
- Uses lithium iron phosphate (LFP) chemistry for maximum safety and longevity

Grid compliance

- EREC G98, G99, and G100 Issue 2 Amd 2



IQ Battery 5P

PRODUCT DETAILS		UNITS	IQBATTERY-5P-1P-INT
Name	—		IQ Battery 5P
Description	—		The IQ Battery 5P with integrated IQ8D-BAT Microinverters and battery management system (BMS) with battery controller
OUTPUT (@230 VAC ¹)			
Rated (continuous) output apparent power ²	kVA		3.2
Nominal voltage	VAC		230
Nominal voltage range	VAC		195–253
Nominal frequency	Hz		50
Nominal frequency range	Hz		47.5–51.5
Rated output current ²	A		13.9
Power factor (adjustable)	—		0.8 leading ... 0.8 lagging
Interconnection	—		Single-phase
AC round-trip efficiency ³	%		90
Optimum operating temperature range	°C		0 to 30
Operating modes	—		Self-Consumption and charge from the grid
BATTERY MODULE			
Usable capacity	kWh		5.0
DC round-trip efficiency	%		96
Nominal DC voltage	V		76.8
Ambient operating temperature (charging) ⁴	°C		-20 to 50 (non-condensing)
Ambient operating temperature (discharging) ⁵	°C		-20 to 55 (non-condensing)
Chemistry	—		Lithium iron phosphate (LFP)
MECHANICAL DATA			
Dimensions (H × W × D)	mm		980 × 550 × 188
Lifting weight	kg		66.3
Total installed weight	kg		78.9
IQ Battery enclosure	—		Outdoor-IP55
IQ8D-BAT Microinverter enclosure	—		Outdoor-IP67
Cooling	—		Natural convection
Altitude	m		<2500
Mounting	—		Wall-mount (included) or pedestal-mount (sold separately)
COMMUNICATION INTERFACES			
Communication	—		Wired control communication
Monitoring	—		Enphase Installer Platform and Enphase App monitoring options; API integration
STANDARDS			
Grid compliance	—		G98, G98 NI, G99, G99 NI, G100-2
Safety	—		UN 38.3, EN 62040-1, IEC 62619 2022, EN IEC 62109-1 & 2, IEC/EN 62116
EMC	—		EN 61000-3, EN 61000-6 EMC, EN 55011:2016+A11:2020, IEC 61326-1, EN 50065-1, EN 50065-2-2
EC Declaration of Conformity ⁶	—		Electro Magnetic Compatibility (EMC) Directive 2014/30/EU, Low Voltage Directive (LVD) 2014/35/EU, Restriction of Hazardous Substances (RoHS), 2011/65/EU, and Battery Directive 2006/66/EC
Product labelling	—		CE
LIMITED WARRANTY			
Limited warranty	—		>60% capacity, up to 15 years or 6000 cycles ⁷

(1) Supported in grid-tied operation.

(2) Limited by software.

(3) AC to the battery to AC at 50% power rating at 25°C, and at the beginning of life.

(4) Reduction in charging power will occur at temperatures below 15°C and above 45°C.

(5) Reduction in discharge power will occur at temperatures below 5°C and above 50°C.

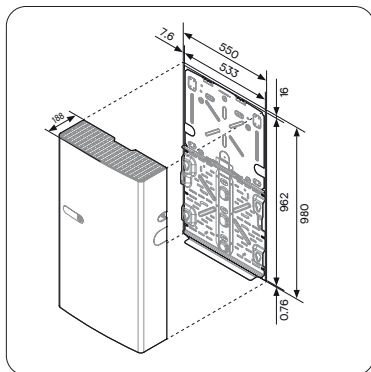
(6) The full text of the EU Declaration of Conformity (DoC) is available at <https://enphase.com/en-gb/installers/resources/documentation>.

(7) Whichever occurs first. Restrictions apply. The full text of the warranty is available at <https://enphase.com/en-gb/warranty/uk>.

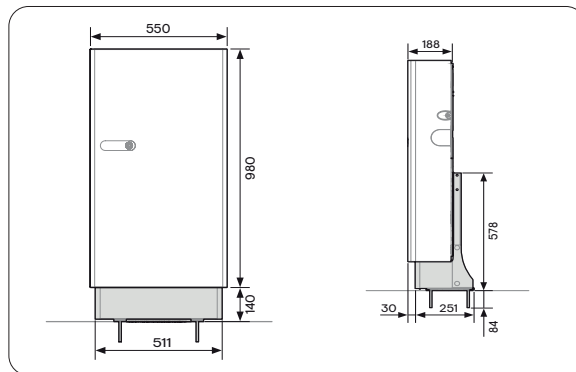
IQB-5P-DSH-00166-6.0-EN-GB-2024-03-12

WHAT'S IN THE BOX		ORDER CODE: IQBATTERY-5P-1P-INT	
IQ Battery 5P	Base battery unit of IQ Battery 5P with six integrated IQ8D-BAT Microinverters		
ID cover and conduit cover	IQ Battery 5P cover with two conduit covers for the left and right sides of the unit		
Bottom mounting bracket and top protective shield	Bottom mounting bracket for mounting the battery on the wall and one top protective shield		
M5 locking screws	Two M5 locking screws for securing the battery unit on the bottom mounting bracket		
M4 grounding screws	Two M4 grounding screws for securing the top protective shield on the bottom mounting bracket		
M5 ID cover grounding screws	Two M5 ID cover grounding screws for the EMI/EMC requirement		
Cable ties	Six cable ties for securing field cables to the unit		
Control (CTRL) connector	One pre-installed and one spare CTRL connector without resistor for CTRL wiring		
Control (CTRL) connector with resistor	One pre-installed and one spare CTRL connector with resistor for CTRL wiring		
Quick install guide (QIG)	QIG for IQ Battery 5P unit installation instructions		
Drill template	Two drill templates for marking drilling locations on the mounting surface		
ACCESSORIES AND REPLACEMENT PART			
IQ8D-BAT-RMA	IQ8D-BAT Microinverter for field replacement		
B05-T02-INT00-1-2-RMA	IQ Battery 5P unit for field replacement		
B05-CX-0550-O	IQ Battery 5P cover for field replacement		
B05-PM-0550-O	IQ Battery 5P pedestal mount		
B05-CP-096-O	IQ Battery 5P conduit plates for field replacement. Includes one left-side and one right-side conduit plate		
B05-WB-0543-O	IQ Battery 5P wall bracket for field replacement. Includes one bottom mounting bracket and one top protective shield		
IQBATTERY-HNDL-5	IQ Battery 5P lifting handles. Includes one left-side and one right-side lifting handle		
B05-ACFB-080-O	IQ Battery 5P AC filter board for field replacement		
B05-BMSIA-0490-O	IQ Battery 5P BMS board for field replacement		
B05-CANBR-063-O	IQ Battery 5P control communication board for field replacement		
B05-IICS-0524-O, B05-IUCS-0524-O	IQ Battery 5P control switch pre-installed on the wiring cover for field replacement		
COMPATIBILITY			
IQ Battery	IQ Battery 5P		
IQ Gateway	IQ Gateway Metered		
Communications Kit	Communications Kit 2 INT		
Solar inverters	IQ Series Microinverters, third-party PV string inverters		

Dimensions in mm



Wall-mounted



Floor-mounted with pedestal

Note for third-party products:

Any third-party manufacturer or importer of product(s) used to install or commission Enphase product(s) shall comply with the applicable EU Directive(s) and requirements in the European Economic Area (EEA). It is the responsibility of the installer to confirm that all such products are labelled correctly and have the required compliant supporting documentation.

Manufacturer:

Enphase Energy Inc., 47281 Bayside Pkwy., Fremont, CA, 94538, United States of America, PH: +1 (707) 763-4784

Importer:

Enphase Energy NL B.V., Het Zuiderkruis 65, 5215MV, 's-Hertogenbosch, The Netherlands, PH: +31 73 3035859

Assembled in China

IQB-5P-DSH-00166-6.0-EN-GB-2024-03-12

Revision history

REVISION	DATE	DESCRIPTION
DSH-00166-6.0	March 2024	Corrected the warranty badge on the first page.
DSH-00166-5.0	February 2024	Updated the foot note and made editorial updates.
DSH-00166-4.0	January 2024	Updated the target region to “Great Britain” and made editorial updates.
DSH-00166-3.0	November 2023	- Updated the IQ Battery dimensions in the diagram. - Updated SKU.
DSH-00166-2.0	September 2023	Editorial updates, updated images, and added warranty webpage link.
DSH-00166-1.0	August 2023	Initial release.
Previous releases.		

CERTIFICATE *of* SIGNATURE

REF. NUMBER
9GBLJ-BCOKX-MXA26-JGALR

DOCUMENT COMPLETED BY ALL PARTIES ON
29 MAY 2026 10:51:53
UTC

SIGNER

MICHAEL SYLVESTER

EMAIL
MICK.SYLVESTER@GMAIL.COM

TIMESTAMP

SENT
26 MAY 2026 11:29:52

VIEWED
26 MAY 2026 17:06:59

SIGNED
29 MAY 2026 10:51:53

SIGNATURE



IP ADDRESS
88.97.23.237

LOCATION
TWICKENHAM, UNITED KINGDOM

RECIPIENT VERIFICATION

EMAIL VERIFIED
28 MAY 2026 14:19:29

