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## Solar Heating Installation Agreement

**Cancellations:** Cancellations received after the supplies have been ordered from our distributor (after your deposit has been made) may be subject to a 20% restocking fee. Cancellations must be made by certified mail or email.

**Shading Conditions:** Shading from trees and/or other obstructions limit the direct sunshine on the solar system reducing its ability to absorb and transmit energy – solar panels require direct solar radiations from 9am until 5pm for south facing or flat roofs (10am to 6pm for west roofs, 8am to 4pm for east roofs) in order to function properly. The owner will at their expense pay for any costs associated with removing shading obstructions and/or adding additional solar panels to increase energy gain.

**System Orientation:** Systems must be sized properly for each orientation. Solar Pool panels facing north, north-east or north-west will have significantly reduced efficiency during the early April or late October.

**Roof Condition:** No warranty or liability will be assumed for leaks and/or damage to the roof and/or substructure and/or interior building materials and/or contents caused by roof penetrations in, attachments to, or walking on roofs **deemed to be in poor condition prior to or during the installation** – customer will be notified of this condition upon discovery. Work performed on roofs deemed to be in good condition will be included in or standard warranty and insurance coverage.

**Freeze protection:** No warranty or liability will be assumed for any of the plumbing or connections should Sunnyside Pool Services not Winterize the system prior to October 15<sup>th</sup>.

**Warranty:** Does not cover damage caused by nature or anything landing on the roof or human error (walking on the system). Sunnyside Pool Services will help with warranty claims with the manufacturer but is not responsible for issues related to the solar heating products. We do warranty our labour for 3 years.

**Performance:** Is dependent upon weather conditions and cannot be guaranteed. Air temperatures below 60°F and/or wind velocities above 16 km/h will limit solar panel efficiency; and pools must be covered to minimize night-time heat losses.

**Deposit & Final Payment:** The amount of the deposit will be outlined in the official quote and is required prior to ordering the materials. Final payment is due within one week of completing the installation. Accounts past 30 days will be subject to a finance charge of 1.0% per month.

**Landscape:** Trenching, trimming, replacement and/or relocation of sod, plants or trees required to complete the project will be done with care; however, it is understood that living materials may become damaged and/or expire due to the activity – no liability for any damage, future deterioration or loss of sod, plants or trees due to installing the system is assumed.