

Annexure "A"

STANDARD SERVICE CALL PRICE LIST: (prices valid if not quoted for separately)

2018-04 to 2018-09, 10% escalation yearly thereafter

A. Service Call Fee – all prices incl. VAT:

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|----------------------------------------------------------------|----------------------|
| a. Annual Standard Maintenance Service (no faults) | R1,565.00 |
| b. Service Call scheduled for Mo or Fr in advance | R895.00 (1/2 hour) |
| c. Service Call for same day service, weekends and after-hours | R1,215.00 (1/2 hour) |

The above rates include 1 hour on-site analysis/ repair by a technician

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| d. Service Call/ half hour thereafter | R300.00 (1/2 hour) |
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The above rates apply to customers within 30km from Hout Bay.

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| e. Each km/ km outside the 30km range from Hout Bay | R5.80 |
| f. Electrical CoC | R690 – R950 |
| g. Plumbing CoC | R690 – R950 |

B. Standard Spare Part Price List – all prices estimate incl. VAT:

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|-------------------------------------------------|--------------------------------|
| a. Controller New unit | R 1,550 |
| b. Sacrificial Anodes (size & geyser dependent) | R 160 |
| c. Geyser Elements (size & geyser dependent) | R 230 to R 990 |
| d. Circulation Pump small | R 2,400 to R 2,700 |
| e. Circulation Pump large | R 4,000 to R 4,500 |
| f. Lever Valve with couplers | R 200 to R 600 |
| g. Strainers with couplers | R 300 to R 650 |
| h. Non-Return Valves with couplers | R 200 to R 650 |
| i. Heat Pump PC Board Swap-out | please confirm with the office |
| j. Heat Pump Probe | please confirm with the office |

C. Technical Assessment for systems not installed by oneSolar R960.00

- a. This assessment does not include any repair or maintenance
- b. The assessment is there to establish what needs to be done
- c. Technical Assessments are payable upfront.
- d. A quotation will be issued after the assessment to ensure the following:
 - i. Compliance & Safety
 - ii. Working condition and savings
 - iii. Maintenance
- e. Please note that oneSolar is unable to take over warranties for systems installed by someone else.