

SUSTAINABLE SOLUTIONS - RESIDENTIAL OFFER



RENEWABLE ENERGY SOLUTIONS: ARTSOLAR CAMPAIGN FAQ

What is the offer with ARTsolar?

For your residential needs, you can purchase curated scalable renewable energy solutions through ARTsolar.

ARTsolar packages range from simple, single phase battery back-up scalable energy solutions ideal for a starter home to three phase solar scalable energy solutions for demanding energy needs.

Fund your ARTsolar curated scalable renewable energy solutions through Investec using Sustainability Finance to qualify for up to 660 000 Investec Rewards points.

What is Sustainability Finance for Individuals?

The Secured Loan product for sustainability assets has been packaged to address the growing demand for residential renewable energy solutions as a standalone alternative to any other products and facilities.

You can use the Sustainability Finance for Individuals to purchase renewable energy solutions from any solar vendor. If you purchase a renewable energy solution through ARTsolar you will earn Investec Rewards points.

[Click here to understand more](#)

What if I choose not to finance my solution, can I still take up an Artsolar package?

You can still purchase a curated scalable renewable energy solution through ARTsolar. You will not qualify for an Investec Rewards points rebate.

Why is it important to choose a scalable renewable energy solution?

A scalable renewable energy solution allows you to grow your solution as your energy needs increase. Renewable energy solutions create less reliance on the grid and decreases energy spend.

What are the benefits of ARTsolar?

- Curated scalable renewable energy solution packages.
- Standardised installer pricing.
- Locally manufactured ARTsolar panels.
- Certificate of Compliance (COC) issued after each installation.
- Small Scale Embedded Generation (SSEG) assist with the initial application.

What curated energy solution packages will qualify you to earn Rewards points?

[Click here to view the full offering](#)

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How long is the ARTsolar offer valid for?

The ARTsolar offer is strictly applicable to 29th June 2023-30th September 2023 and will not apply to any solar package purchases made prior to or thereafter.

How can you access the ARTsolar offer?

- Email ARTsolar at investec@artsolar.net to start the process.
- A dedicated energy consultant will reach out to you within 24 hrs to arrange a site visit as per your availability and send an initial quote.
 - ARTsolar is available between the hours of 8am-5pm Monday to Friday including Saturday (8am-12pm) and excluding Sundays and public holidays. If the client contacts ARTsolar on Saturdays outside of 8am-12pm, they will receive a response on the following Monday.
- Once the site visit has been concluded and the cabling requirements have been determined, the final quote (including the sales agreement) will be provided to you within 48hrs after the site visit.
- Installations will commence 10 business days from the date of receipt of the signed sales agreement from ARTsolar, required documentation (contact details, email address and ID) and Proof of Payment (please refer to payment gateways below).
- You will need to follow the payment gateways*:
 - 80% of the total cost of the solar package.
 - 15% of the total cost of the solar packages payable once installation has been completed and you confirm acceptance.
 - 5% of the total cost of the solar packages payable upon receipt of the certificate of compliance.
- Installation will be completed within 5-7 business days from commencement, weather permitting.
- The Certificate of Compliance will be issued by ARTsolar after 2 weeks of the completion of the installation. This is to allow for a period of monitoring to ensure the system is functioning optimally.

Can ARTsolar install renewable energy solutions in estates and sectional titles?

If you live in an estate or sectional title, approval is required from the estate before any installation can commence. You can speak directly to ARTsolar to understand the process in more detail.

What is the ARTsolar pricing for renewable energy packages?

ARTsolar package pricing is determined month on month and prices will be adjusted accordingly. If you are still in progress with quoting or installation that has the previous months pricing, then the previous months pricing will apply.

New pricing for ARTsolar packages will be determined at the end of every month and you can view this pricing on the campaign page at the start of the new month. Prices may vary, subject to site assessment.

How will the ARTsolar equipment be delivered?

Delivery of solar equipment will be at your own cost. You can either choose between ARTsolar delivery or your own delivery service. If you choose ARTsolar for delivery, the cost of delivery will be determined by ARTsolar.

Will ARTsolar fix existing solar systems?

Existing systems will be assessed by ARTsolar before any amendments are made.

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Where do I refer queries related to the offer?

If you have queries related to the ARTsolar offer regarding saving, delivery, exchanges, cancellations, or items, please refer them directly to ARTsolar.

How can I escalate a query to ARTsolar

- Email: kandace@artsolar.net
- Please include your name, surname, email address, contact number, and the details of the query.
- The ARTsolar team will contact you directly to resolve the query (provided the above information has been supplied).

