

SUSTAINABLE SOLUTIONS - RESIDENTIAL OFFER



ENERGY OPTIMISATION SOLUTIONS:

PLENTIFY CAMPAIGN OFFER FAQ

What is the offer with Plentify?

Plentify is an award-winning company that builds smart technology to enable a clean, affordable, and reliable energy system for all. HotBot is an intelligent geyser controller which connects to your existing geyser with a suite of sensors. It learns how your unique geyser behaves so it can heat in the most efficient way, giving you hot water when you want it and savings when you don't.

But it's not just another geyser controller. HotBot is designed to fight loadshedding at a bigger scale, together. Our grid is struggling with energy usage peaking at certain times of the day. HotBot works to shift geyser usage outside of those peak times, helping our grid while making sure you stay in control of when you want hot water.

Benefits of HotBot Standard and HotBot Plus	HotBot Standard	HotBot Plus Once-off
<ul style="list-style-type: none"> Save up to 30% of your water heating costs (that's twice as much as a timer) and you can track your savings in real time on the app. Get alerted immediately if your geyser is leaking, so you can prevent damage to your home (and automatically shut off water supply to your geyser with HotBot Plus). Get hot water regardless of your loadshedding schedule - HotBot pre-heats your geyser. Monitor your live water temperature and change your setpoint on the app. Get monthly personalised advice to save even more based on your data. 	<p>What is included in the HotBot Standard Once-off offer?</p> <ul style="list-style-type: none"> HotBot Standard Once-off installation. 5-year warranty. The once-off fee includes 5 years of HotBot service, maintenance and warranty. To continue using HotBot after 5 years, you will need to either pay a monthly subscription fee or purchase another service bundle upfront. 	<p>What is included in the HotBot Standard Once-off offer?</p> <ul style="list-style-type: none"> Upgrade to HotBot Plus Once-off for more protection with a shut-off valve. Automatically close water supply to your geyser if HotBot Plus detects a leak, preventing a burst from damaging your home. 5-year warranty. The once-off fee includes 5 years of HotBot service, maintenance and warranty. To continue using HotBot after 5 years, you will need to either pay a monthly subscription fee or purchase another service bundle upfront.
<ul style="list-style-type: none"> Get free installation (valued at about R850) by an accredited technician. Boost your solar system and stop your geyser draining your battery. Get a free warranty while using HotBot so there are no unexpected replacement costs. 	<p>Offer exclusively to Investec clients</p> <ul style="list-style-type: none"> Offer to Investec clients R4,319.20. (Normally priced at R5,399). Billed once-off. 	<p>Offer exclusively to Investec clients</p> <ul style="list-style-type: none"> Offer to Investec clients R5,119.20 (Normally priced at R6,399). Billed once-off.

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Why is it important to optimise your energy usage?

By conserving your energy usage, you can use that energy more efficiently in the home creating less reliance on the grid and decreasing energy spend.

How long is the Plentify offer valid for?

The Plentify offer is strictly applicable between 29th June - 31st July 2023 and will not apply to any HotBot purchases made prior to or thereafter.

What Plentify items and services are excluded from the offering?

- The offer is only applicable for HotBot Standard Once-off pricing and HotBot Plus Once-off pricing.
- The offer excludes HotBot Standard and HotBot Plus subscription plans.
- The offer is only available to Cape Town (and surrounds*) Johannesburg and Pretoria.

*Entire City of Cape Town municipality, as far north as Melkbosstrand, and east to Strand, Helderberg, Gordon's Bay, Paarl and Wellington

How can you access the Plentify offer?

- You will receive an email with a link to the Plentify offer from Investec.
- You will then be directed to the Investec campaign page to read more, and click on a link to the Investec version of the Plentify HotBot landing page where you will select "Get HotBot".
- Select either the HotBot Standard Once-off or the HotBot Plus Once-off.
- You will then enter the unique voucher code (Please refer to Sustainable Solutions email) and complete the purchasing details:
 - Contact information.
 - Billing address.
 - Enter your Investec Visa card details and proceed to payment and approval.
- Once the payment has been processed Plentify will email you within 24hrs to book an installation.
- An accredited installer will arrive at your selected address on the scheduled installation date.
- Once the installation has been completed the installer will provide you with the HotBot Starter Kit and you can begin the app registration process.

How can I escalate a query to Plentify?

If you have queries related to the Plentify offer regarding saving, delivery, exchanges, cancellations, hot water satisfaction (for example an element is not turning on), please refer directly to Plentify.

- Email to support@plentify.io
- Contact form on Plentify's website www.plentify.io
- Plentify's app.

The Plentify team will contact you directly within 4 business hours for high priority issues and by the next business day for low priority issues.