

FREQUENTLY ASKED QUESTIONS

What is the offer with Soly?

For your solar needs, you can purchase curated scalable renewable energy solutions through Soly. Soly packages range from simple, single phase battery back-up energy solutions, ideal for a starter home and apartment to three phase solar scalable energy solutions for more Demanding energy needs. All packages are scalable.

You can purchase a curated scalable renewable energy solution from Soly and qualify for:

- Extended warranties on inverters, batteries, and workmanship
- Free panel cleaning
- Access to a dedicated Soly platform for Investec clients
- Soly energy assessment
- Savings on Sunsynk and Deye batteries and inverters and Jinko panels
- Qualified premium installers
- Standardised installation costs, consumables, and COC
- Free nationwide delivery and SSEG
- Wholistic system app monitoring through the Soly App
- All installations will go through a Soly quality assurance process before the COC is issued
- Guaranteed installations in 2 weeks

How do I start my solar journey?

If you are interested in getting a personalized quote, capture your details in the lead form provided and Soly will reach out to you to arrange a site visit.

What we do for you so you have peace of mind?

- We give you access to quality components at competitive prices
- Access to pre-vetted installer networks with additional layers of quality assurance
- Curated client experiences
- Standardised costings for major components, installation, delivery and compliance.

How do I pay for my purchase?

- You can contact their Private Banker
- Finance through Sustainability Finance
- Using funds in advance through your Investec Private Home Loan

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How do I access the Soly offer?

- You can start your solar journey on the Investec Soly platform.
- You can view curated packages on the dedicated Soly landing page and complete a leadform indicating your package preference.
- You will receive a welcome email and call from the Soly sales team within 24hrs to schedule a virtual site assessment. If you require a physical site inspection, Soly will arrange this at your convenience.
- Once a virtual site assessment or physical site inspection has taken place, a final quote will be shared for acceptance.
- Once the final quote has been accepted the sales team will set up an introduction call to a dedicated project management team who will assist you with the installation process.
- Once you have completed their 70% payment, an installation date will be booked with a pre-vetted installer.
- The relevant project manager will manage the installation and be your single point of contact to arrange the process between yourself and the installer.
- Once the installation has been completed, you will receive the relevant warranty documents and solar COC within 48 hours, thereafter and complete the final payment.

How long is the Soly offer valid for?

The Soly offer is strictly applicable to any quotes generated between 10 April 2024 - 30 April 2025.

Will I need to pay for delivery?

No, delivery is free for all packages purchased through Soly.

Does my property require a COC before a solar installation?

Yes, the property will need to have a COC before a solar installation. If you do not have a COC for the property, Soly will help you acquire one at no additional cost.

How do I access the 1-year free panel cleaning?

The panel cleaning is valid on all curated packages for 12 months post the installation. If the panel cleaning is not used within the 12-month post installation, then the benefit will fall away with no option to renew or purchase additional panel cleaning.

What if I want to purchase additional panel cleans?

You will not be able to purchase additional panel cleaning services.

Will Soly complete any work related to an existing 3rd party system?

If you have an existing system installed by a third party and wish to purchase additional components or services from Soly (requiring installation), a site assessment will be required.

During the assessment, Soly will determine if they can assist with the installation or provision of additional services. Please note that if your site is located outside a major metropolitan area, an additional fee may be charged.

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How do I monitor the system performance?

The Soly app is a holistic monitoring system that allows you to control the entire solar system via one app and removes the need for multiple apps to monitor the system. You can do the following using the Soly app.

- **Personalised Consultation Scheduling:** The app allows users to schedule a consultation at their convenience to discuss specific needs and receive a tailored quote.
- **Efficient Photo Upload Process:** Optional photo uploads facilitate an online inspection process, saving both time and money by instructing users on how to best capture their setup.
- **Flexible Consultation Arrangements:** Users can finalize the consultation details within the app, with the flexibility to change appointments if necessary, ensuring that the process aligns with their schedule.
- **Comprehensive File Management:** The app completes and manages the user's file, offering a detailed overview of the application and installation plan, and keeping the customer informed throughout the process without requiring further action from their side.

Who do I contact if I have queries related to the offer?

If you have queries related to the Soly offer regarding saving, delivery, exchanges, cancellations, or items, please call +27 (0)21 012 5555.

