

Our Installation Approach – Tonik Products

Helping our members halve their energy bills

At Tonik, we've got a clear aim – green energy for affordable prices. Energy efficient technologies like solar panels and battery storage can contribute significantly towards our members halving their energy bills, while electric vehicle charging at home can reduce transport costs. To install these technologies in our members' homes we believe that the answer is great products that are expertly installed to last for years to come.

Partnering with The Phoenix Works

To deliver our aim, we've partnered with an installation partner of the highest calibre – The Phoenix Works. Recipients of industry awards (such the residential Solar PV project award from Solar Power Portal in 2016) and consistently brilliant customer feedback, they take great pride in their work and it shows in the quality solar, battery, and electric vehicle charging solutions that they've installed for both homes and businesses since they were founded in 2010.



Industry standards

However, we don't want you to just take our word for it. The Phoenix Works are recognised by the following bodies:

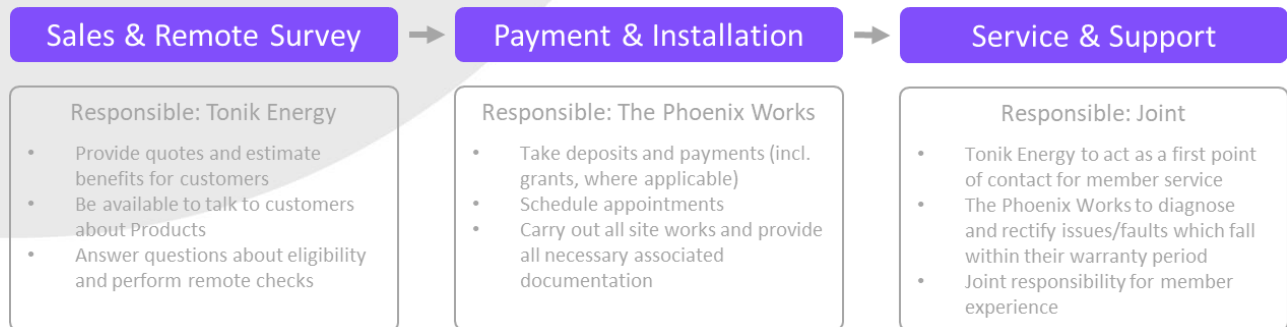
RECC (recc.org.uk): The Renewable Energy Consumer Code (RECC) was set up with the aim of guaranteeing a high-quality experience for consumers buying energy generation systems for their homes and is backed by the Trading Standards Institute. As an approved member of RECC, The Phoenix Works abides by the high standards set out in the RECC.

MCS (microgenerationcertification.org): The Microgeneration Certification Scheme is a nationally recognised quality assurance scheme, supported by the UK government (specifically the Department for Business, Energy & Industrial Strategy). MCS certifies microgeneration technologies, provides best practice on quoting generation benefits, and sets out industry standards for solar panel installations.

Which? (trustedtraders.which.co.uk): As the UK's largest independent consumer organisation, Which? assesses and endorses local tradesmen and tradeswomen. Fundamental to their assessment is real customer feedback and their impartial approach to determining whether companies are appropriate to wear their badge.

Approach to installing Tonik products

Working in partnership with The Phoenix Works, we're each responsible for different parts of your new product installation but work together to ensure each of our members has a great experience.



The important legal part

Responsibilities held by Tonik and The Phoenix Works:

- Tonik Energy Ltd (Tonik) and Phoenix Renewables Ltd (trading as The Phoenix Works), work in partnership to deliver Tonik Solar, Tonik Battery, and Tonik EV Charging products.
- Tonik is responsible for all pre-sales, sales activity and the Remote Survey.
- The Phoenix Works is responsible for the Home Survey, installation and ongoing support and maintenance of your Solar, Battery and EV Charging solution, this includes all aftersales activity within the warranty period. Tonik will provide limited first line support and an escalation point for its members as necessary.
- All payments made in relation to your Home Survey or the purchase of your Solar, Battery and EV Charging product(s) will be made directly to The Phoenix Works and not Tonik.
- For the avoidance of doubt, any missed appointments that have not been notified to The Phoenix Works 5 calendar days in advance will be fully charged.

Remote Survey:

- All Tonik Solar, Tonik Battery, and Tonik EV Charging products require a Remote Survey.
- The following will be covered as part of a Remote Survey:
 - Eligibility questions will be posed to the customer
 - A remote review of customer provided photos will be complete

Solar Installations:

- Industry regulations require the installation of a solar system to be preceded by a structural and suitability assessment on your home. This is covered in a Home Survey, the cost of which will be offset against the final cost of an installation.
- The following (not exclusive) will be covered as part of a Home survey:
 - Structural assessment
 - Solar shading analysis
 - Discussion of any bespoke requirements and panel placement

- Generation of a solar quote, based on Microgeneration Certification Scheme (MCS) standards
- You will be eligible for a full refund for your Home Survey in the following circumstances:
 - You notify us within the 14-day cooling off period, and have not explicitly opted out of the cooling off period; or
 - You change your mind and inform us at least 5 calendar days before the date of a booked site visit; or
 - It is identified, at any time, that we cannot proceed with your installation and it could not have been reasonably anticipated by the home owner.
- Following the Home Survey, The Phoenix Works will confirm the final quote, based on Microgeneration Certificate Scheme (MCS) standards, the cost of which may vary.
- You will be eligible for a full refund for your Tonik Solar payment in the following circumstances:
 - You notify us within the 14-day cooling off period, and have not explicitly opted out of the cooling off period; or
 - It is identified, at any time, that we cannot proceed with your installation and it could not have been reasonably anticipated by the home owner.

EV Installations:

- You will also be eligible for a full refund for you EV charger in the following circumstances:
 - You notify us within the 14-day cooling off period, and have not explicitly opted out of the cooling off period; or
 - You change your mind at least 5 calendar days before the date of a booked installation visit; or
 - It is identified, at any time, that we cannot proceed with your installation and it could not have been reasonably anticipated by the home owner.
- If Tonik increases the price of an EV charger installation from a previously agreed amount when additional, non-standard requirements are identified either on remotely or on site, you will be offered the option of a full refund.