

General Terms and Conditions

1. Overview

Arlite Energy Pty Ltd (ABN 91 654 861 328), referred to in these terms as “Arlite Energy”, “Arlite”, “we”, or “us”. Electrical Contractors Licence No. 89021. These terms apply to all work carried out by Arlite for the customer named on the quote or invoice (the “Customer”, “you”). Accepting a quote or engaging Arlite to carry out work constitutes acceptance of these terms.

2. Installation and Testing

Arlite certifies that all work carried out has been tested, is electrically safe, and complies with the current AS/NZS 3000 Wiring Rules and any applicable standard under the Electrical Safety Regulation 2013 (Qld).

3. Quoting

Quotes are valid for a maximum of 30 days from the date of issue, or until the end of the calendar month, whichever is later unless otherwise stated on the quote. Quotes accepted outside this window will be reviewed and may be amended to reflect current pricing. All amendments will be issued in writing and require a follow-up quote to be accepted by the Customer before work commences. All prices are inclusive of GST unless otherwise stated.

4. Promotional pricing

Where a quote includes a promotional price, discount, bonus inclusion, or limited-time offer, that pricing is conditional on:

- Acceptance of the quote within the promotional period stated on the quote;
- Installation being completed within the timeframe specified in the promotion;
- The Customer meeting any eligibility criteria specified at the time of offer (including but not limited to property type, system size, location within Arlite's service area, or financing arrangements);
- Stock availability of the promoted products at the time of installation.

Promotional pricing cannot be combined with other offers, discounts, or rebates unless expressly stated in writing by Arlite.

Promotional prices are not transferable, hold no cash value, and may be withdrawn at any time without notice. Quotes already accepted and where installation has physically commenced before withdrawal will be honoured on their original terms..

5. Third-party rebates and incentives

Government rebates (including Small-scale Technology Certificates) and manufacturer rebates are subject to scheduled reductions, policy changes, and withdrawal by the issuing authority. Where a quote relies on a rebate that is in force at the time of acceptance, that pricing is contingent on the rebate remaining in force at the time of installation.

If the rebate is reduced, withdrawn, or refused at any point before Arlite physically commences installation on site, the original quoted price no longer applies. Arlite will notify the Customer in writing and offer one of the following:

- Continuation of the contract at the original quoted price, where Arlite confirms this is commercially viable;
- A revised quote reflecting the rebate change, which the Customer may accept or decline within 14 days;
- Cancellation of the contract with a full refund of any deposit paid, within 14 days of cancellation.

Where Arlite offers option (a), the offer must be made in writing and applies only to the specific contract. Arlite is under no obligation to extend the same offer to other contracts affected by the same rebate change.

Where installation has physically commenced before the rebate change takes effect, the original quoted price stands. For the purpose of this clause, “physically commenced” means physical work on site by Arlite personnel or subcontractors directly engaged on the installation.

6. Payment Terms

All invoices are payable strictly within 7 days of the invoice date unless otherwise agreed in writing. Late payment may incur an administration fee of \$50 and interest at 7.5% per annum on the outstanding balance, calculated daily. If you experience difficulty paying, contact us by phone or email before the due date and we'll work something out.

7. Normal operating hours

Normal operating hours are Monday to Friday, 7am to 5pm. Work requested before, after, or outside these hours, including weekends and public holidays, will incur an after-hours service charge. This will be advised in advance wherever possible.

8. Variations

All variations to an accepted quote require confirmation and approval in writing to info@arlite.co. Variations may be initiated by either Arlite or the Customer.

Where Arlite identifies a need for a variation during the course of work, Arlite will notify the Customer in writing, describe the reason for the variation, and provide a revised quote covering the additional cost and any impact on completion time. The Customer may accept or decline the variation within a reasonable period.

If the Customer declines a variation, the following applies:

- Where the variation is required for compliance with statutory or safety obligations (including those set out in clauses 9 and 15), Arlite may suspend work on the affected scope. The Customer must pay for work completed to that point. Any deposit balance will be refunded within 14 days.
- Where the variation is not required for compliance, Arlite will complete the original scope of work as quoted, unless the variation is necessary for the work to proceed safely or to industry standard. In that case Arlite will discuss alternatives with the Customer in good faith.

9. Unsafe wiring or equipment

Under the Electrical Safety Regulation 2013, Arlite is not permitted to leave unsafe wiring or equipment connected to a property's electrical installation or supply. If we identify faulty or unsafe wiring during the course of work, we are legally obliged to either repair, isolate, or report the matter to the relevant network operator.

This may require additional work beyond the original quote. By accepting our quote, you authorise Arlite to carry out such additional work as necessary to ensure compliance, and agree to pay the cost of that work. If you do not wish to pay for compliance work, you must notify Arlite in writing before work commences. In that case, Arlite is obliged to isolate the affected circuit and report the matter.

10. Workmanship guarantee

Arlite guarantees workmanship on general electrical installations for 12 months from the date of completion. Workmanship on solar installations is guaranteed for 5 years from the date of completion.

This guarantee covers defects in installation that are directly attributable to Arlite's workmanship. It does not cover:

- Faults or failures covered under a manufacturer's product warranty;
- Damage caused by misuse, neglect, modification, or work carried out by a third party;
- Damage caused by weather events, power surges, lightning strikes, or other events outside Arlite's control;
- Fair wear and tear, or degradation consistent with normal environmental exposure;
- Issues arising from equipment supplied by the Customer or installed prior to Arlite's involvement.

Manufacturer warranties on installed products (panels, inverters, batteries, switchboards, etc.) are governed by the manufacturer's own terms. Arlite will assist with manufacturer warranty claims where the product was installed by Arlite. For products not originally installed by Arlite, assistance may be limited to inspection and documentation.

11. Products and property

All products supplied and installed by Arlite remain the property of Arlite until the invoice for those products has been paid in full. Until payment is received, the Customer holds the products as bailee for Arlite and must not sell, transfer, modify, or grant security over them.

Where an invoice remains unpaid beyond 60 days from the due date, Arlite may take steps to recover the unpaid amount, including registering an interest under the Personal Property Securities Act 2009 (Cth) and pursuing recovery through the courts. The Customer agrees to provide reasonable access to the property for inspection of unpaid goods where lawfully requested.

12. STC assignment

Small-scale Technology Certificates (STCs) are tradeable certificates created under the Renewable Energy (Electricity) Act 2000 (Cth) for eligible small-scale renewable energy systems. Their dollar value fluctuates based on market conditions.

Where the quoted price includes a discount funded by STCs, the Customer agrees to assign all rights to those STCs to Arlite (or Arlite's nominated agent) as a condition of receiving the discount. The Customer authorises Arlite to act on their behalf in creating, registering, and trading those STCs through the Clean Energy Regulator's REC Registry.

The STC discount is conditional on:

- The installation being eligible under the Small-scale Renewable Energy Scheme;
- Successful creation and validation of STCs by the Clean Energy Regulator;
- The Customer signing all required assignment forms at or before installation.

If STCs are rejected, reduced in value, or cannot be created for reasons within the Customer's control (including ineligible equipment supplied by the Customer,

false or incomplete information provided to Arlite, or refusal to sign required assignment forms), the Customer agrees to pay the difference between the discounted price and the full system price. The shortfall will be calculated based on the STC value at the time of installation, and Arlite will provide documentation of the calculation.

If STCs are rejected, reduced in value, or cannot be created for reasons outside both parties' control (including changes to the Small-scale Renewable Energy Scheme, Clean Energy Regulator policy changes, or administrative delays beyond a reasonable period), Arlite and the Customer will discuss the matter in good faith. Arlite may at its discretion absorb the shortfall, share the cost with the Customer, or offer the Customer the option to cancel the contract with a full refund of any deposit paid providing work has not already begun.

13. Energex and network approval

All grid-connected solar and battery installations require approval from the relevant Distribution Network Service Provider (DNSP), in most cases Energex or Ergon. Approval is outside Arlite's control.

The Customer acknowledges that:

- Connection approval may be delayed, conditional, or refused by the DNSP;
- The DNSP may impose export limits lower than the quoted system capacity;
- Meter reconfiguration is carried out by the Customer's electricity retailer on a timeframe set by the retailer, not by Arlite;
- Where approval conditions require changes to the proposed system (export limiting, additional protection equipment, switchboard upgrades), those changes are variations and will be quoted separately;
- Arlite is not liable for any loss, delay, or reduction in system performance arising from DNSP conditions or retailer timeframes.

14. Site conditions and roof

Quotes for solar installations are based on a site assessment carried out either in person or remotely using available imagery and Customer-supplied information. The Customer warrants that the information provided is accurate.

If, on commencement or during installation, site conditions differ materially from what was assessed, Arlite reserves the right to vary the quote or, where the work cannot safely proceed, to suspend installation pending agreement on a revised scope. Material differences include but are not limited to:

- Roof material, structure, or condition that is incompatible with standard mounting systems (including asbestos sheeting, weak or damaged trusses, unsuitable tile profiles, or non-compliant battens);
- Cable runs significantly longer than estimated;
- Restricted roof or attic access;
- Switchboard location, condition, or capacity issues;
- Any condition that requires specialist trades or equipment beyond standard solar installation scope.

15. Switchboard compliance

AS/NZS 3000 and AS/NZS 4777 require the property's switchboard to meet current compliance standards before a solar or battery system can be connected. This is a statutory requirement, not an Arlite policy.

Where the existing switchboard does not meet these requirements, an upgrade is mandatory under the Standards before connection can proceed. Common issues that trigger a switchboard upgrade include outdated fuse boards, missing or non-compliant main switches, inadequate RCD protection, insufficient capacity for additional circuits, or sub-main issues.

Where a switchboard upgrade is identified during site assessment, it will be included in the original quote. Where it is identified only on the day of installation, Arlite will:

- Stop work on the affected scope;
- Document the compliance issue in writing, with reference to the relevant Standard;
- Provide the Customer with a written quote for the required upgrade.

The Customer may accept the upgrade quote and proceed with installation, or decline and cancel the contract. Where the Customer cancels at this stage, Arlite will refund any deposit paid less reasonable costs incurred to date in accordance with clause 23. The Customer is under no obligation to proceed with a switchboard upgrade if they choose not to install the solar or battery system.

16. Roof penetrations and waterproofing

Solar mounting systems require penetrations through the roof. Arlite warrants the workmanship of the mounting hardware and the immediate flashing or sealing around each penetration for the duration of the workmanship guarantee.

Arlite is not liable for:

- Pre-existing roof defects, leaks, or deterioration;
- Future leaks or damage caused by roof movement, structural settlement, or weather events;

- Damage to roof tiles, sheeting, or materials beyond the immediate area of penetration where that damage is caused by the underlying condition of the roof;
- Roof failures or leaks where the roof material is at or beyond its expected service life.

Where Arlite identifies a roof condition during installation that may compromise long-term waterproofing, this will be documented in writing and brought to the Customer's attention. The Customer remains responsible for the overall condition and maintenance of the roof.

17. Performance and yield

Estimates of system output, generation, savings, or payback period are based on standard industry modelling and information available at the time of quoting. Actual performance depends on factors including weather, seasonal variation, shading, panel orientation, household consumption patterns, electricity tariffs, retailer policies, and grid conditions, most of which are outside Arlite's control.

Where Arlite provides written generation estimates as part of a quote or proposal, those estimates represent Arlite's good faith assessment based on the modelling assumptions stated. Arlite does not guarantee that actual generation, savings, or payback will match the estimates provided. Variations of up to 20% from estimated annual generation are within normal expectations for solar installations and do not constitute a defect or breach of contract.

Where actual generation falls materially below estimated generation due to a fault in the installation or equipment installed by Arlite, the workmanship guarantee at clause 10 and any applicable manufacturer warranties apply.

18. Existing installations and underground services

Where Arlite is required to connect to or work alongside existing installations, equipment, or underground services, the Customer warrants that those installations comply with relevant Australian Standards and statutory requirements. The Customer must inform Arlite in advance of the location of any underground services. Where the Customer fails to do so, the Customer indemnifies Arlite against any loss, damage, or expense incurred in repairing damage caused to those services.

19. Site access and safety

The Customer must provide safe and reasonable access to the site during agreed working hours. The site must comply with the Work Health and Safety Act 2011 (Qld). Where access is delayed or restricted, or where additional safety measures are required due to site conditions, Arlite may charge for additional time and reschedule completion.

20. Asbestos and hazardous materials

This contract is conditional on the site being free from asbestos and other hazardous materials. If asbestos or hazardous materials are discovered during the course of work, Arlite will stop work in the affected area and the Customer is responsible for arranging and paying for safe removal by a licensed contractor before work resumes.

21. Subcontracting

Arlite reserves the right to subcontract any part of the work to suitably licensed and insured contractors. This may include crane hire, scaffolding, specialist roofing work, civil works, or other trades outside Arlite's direct scope. Arlite remains responsible for the overall quality and compliance of the work carried out under its contract with the Customer.

22. Photographs and marketing

Arlite may take photographs and video of completed installations for portfolio, training, and marketing purposes. Use of these images is governed as follows:

- Where images are fully anonymised. Meaning the property is not identifiable by address, distinctive features, or visible signage, Arlite may use them in portfolio, social media, and marketing materials without further consent. The Customer may opt out by notifying Arlite in writing before installation.
- Where images identify the property or Customer in any way including visible street addresses, distinctive architectural features, or interior shots. Arlite will aim to obtain the Customer's written consent before publication.
- The Customer may withdraw consent for identifiable images at any time by writing to info@arlite.co. Arlite will remove the images from Arlite-controlled platforms within 14 days. Arlite cannot recall images already distributed in printed materials or shared by third parties.

23. Cancellation

If the Customer cancels an accepted quote before installation has physically commenced, the Customer must pay Arlite's reasonable and evidenced costs directly incurred up to the date of cancellation. These costs may include:

- Non-refundable materials ordered specifically for the job;
- Design, engineering, or site assessment work completed;

- c. Scheduling fees or third-party booking deposits paid by Arlite (including crane hire, scaffolding, or specialist contractors);
- d. Administrative costs associated with processing the cancellation, capped at \$250.

Arlite will provide an itemised statement of cancellation costs on request. Any deposit paid will be applied against these costs, with the balance refunded to the Customer within 14 days. Where cancellation costs exceed the deposit, the Customer is responsible for the difference.

Where installation has physically commenced, the Customer must pay for all work completed to the date of cancellation, plus all materials supplied to site.

24. Limitation of liability

Arlite's total liability under this contract, whether in contract, tort, or otherwise, is limited to the amount paid by the Customer for the work in question. Arlite is not liable for any consequential, indirect, or special damages, including loss of profit, loss of use, or loss of revenue.

Nothing in these terms excludes or limits any rights the Customer has under the Australian Consumer Law that cannot lawfully be excluded.

25. Insurance

Arlite maintains current Public Liability insurance and Workers' Compensation cover. Certificates of currency are available on request.

26. Force majeure

Arlite is not liable for any delay or failure to perform its obligations where that delay or failure is caused by circumstances beyond Arlite's reasonable control, including natural disasters, severe weather, government restrictions, supply chain disruptions, or labour shortages. Arlite will resume performance within a reasonable timeframe once the event has passed.

27. Privacy

Arlite handles Customer information in accordance with its Privacy Policy, available at arlite.co. By engaging Arlite, the Customer consents to the collection, use, and storage of their information as set out in that policy.

28. Dispute resolution

If a dispute arises, both parties agree to first attempt to resolve it through good faith discussion. If the dispute cannot be resolved within 21 days, either party may refer the matter to mediation through the Resolution Institute or a comparable mediator before commencing legal proceedings.

29. Governing law

This agreement is governed by the laws of Queensland, Australia. Any legal proceedings must be commenced in the courts of Queensland.

30. General

These terms, together with the accepted quote, form the agreement between Arlite and the Customer for the work described in the quote. Nothing in these terms excludes or limits any representations made by Arlite in writing during the sales process, including written quotes, proposals, and email communications confirming scope or pricing.

These terms may be updated by Arlite from time to time. Updated terms apply only to new contracts entered into after the update date. The version of these terms in force at the date a Customer's quote is accepted applies for the duration of that contract and cannot be changed by Arlite without the Customer's written agreement.

Notices to Arlite must be sent in writing to info@arlite.co. Notices to the Customer will be sent to the email address on the quote.

If any clause of these terms is found to be unenforceable, the remaining clauses continue to apply.



Need to reach us?

Call 07 3062 9299 or email info@arlite.co