



STANDARD TERMS AND CONDITIONS

Solar PV, Battery Storage, EV Charging and Related Energy Solutions

Version 2.0 | Effective 21 July 2026

Document owner	Enovra Energy Solutions Ltd
Status	Customer contract terms - controlled version
Supersedes	Standard Terms and Conditions - October 2025
Primary use	Residential, commercial, institutional, agricultural and public-sector contracts for solar PV, hybrid systems, battery storage, EV charging, supply-only equipment, installation-only work, maintenance, diagnostics and repair services.
Contract reference	The Sales and Installation Agreement must identify these Terms as “Enovra Standard Terms and Conditions - Version 2.0, effective 21 July 2026”.

CONTRACT INCORPORATION

These Terms do not, by themselves, create an order. They form part of a Contract only where the exact version and effective date are stated in an Enovra Sales and Installation Agreement or another written agreement accepted by Enovra, and the Customer receives or is given access to that exact version before signing or accepting the agreement. Nothing in these Terms excludes or restricts any right or remedy that cannot lawfully be excluded or restricted.

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1. Application, Interpretation and Definitions

1.1 These Standard Terms and Conditions (the “Terms”) apply to the supply, delivery, installation, testing, commissioning, maintenance, diagnostics and repair of renewable-energy and related equipment by Enovra Energy Solutions Ltd (“Enovra”) to the person or entity identified as the customer in the Sales and Installation Agreement (the “Customer”).

1.2 These Terms apply to residential, commercial, institutional, agricultural and public-sector Customers, subject to any mandatory legal protection applying to the particular Customer or transaction. A provision shall be read down to the extent required to comply with applicable law.

1.3 References to “including” and “includes” are illustrative and do not limit the words that precede them. Headings are for convenience only. “Writing” includes email and an electronic record that clearly identifies the sender and the relevant Contract.

1.4 Where the Customer is a company, institution, partnership, association or other entity, the person signing the Agreement or issuing instructions on its behalf warrants that they are authorised to do so.

Defined term	Meaning
Accepted Quotation	a quotation, proposal or technical schedule issued by Enovra and expressly accepted by the parties, whether or not it has a separate quotation reference.
Agreement	the signed or electronically accepted Enovra Sales and Installation Agreement or another written agreement that expressly incorporates these Terms.
Business Day	a day other than a Saturday, Sunday or public holiday in Mauritius.
CEB	the Central Electricity Board of Mauritius and any successor or relevant electricity authority.
Contract	the documents identified in clause 2.2, read in their stated order of precedence.
Contract Price	the total amount payable for the Equipment and Works, including VAT and compulsory charges to the extent shown in the Agreement.
Equipment	the solar PV modules, inverters, batteries, battery-management systems, mounting structures, cables, protection devices, EV chargers, monitoring equipment, accessories and other goods identified in the Contract.
Financing Partner	a bank, leasing company, credit provider, the Development Bank of Mauritius or another third party financing all or part of the Contract Price.
Installation Site	the address stated in the Agreement where Equipment is to be delivered, installed or serviced.

Defined term	Meaning
Manufacturer Warranty	the warranty issued by the manufacturer, authorised supplier or brand owner for the relevant Equipment, including its exclusions, registration conditions, cycle or throughput limits and claim procedures.
Operational Commissioning	the stage at which Enovra has safely installed, configured and tested the contracted system in the operating mode lawfully available at that time, whether or not CEB meter replacement, export activation, grant processing or final authority testing has occurred.
Special Conditions	project-specific written terms stated in or attached to the Agreement and accepted by both parties.
Service Report	a job card, diagnostic report, maintenance record, repair record, completion report or electronic service record issued by Enovra identifying the reported fault, the agreed scope, the work performed, any parts supplied or replaced, the test results, known remaining defects and the condition in which the Equipment or system was left.
Variation	a written change to the Equipment, Works, Contract Price, payment schedule, programme, design or other agreed requirement.
Works	the services expressly identified as included in the Agreement, Accepted Quotation or written Variation.

2. Contract Formation and Order of Precedence

2.1 A Contract is formed only when the Agreement is signed or electronically accepted by the Customer and accepted by an authorised representative of Enovra, or when Enovra otherwise confirms acceptance in writing. A quotation, advertisement, brochure, social-media post, estimate or preliminary discussion is not, by itself, a binding offer.

2.2 The Contract consists of the following documents, in descending order of precedence: (a) a later written Variation signed or expressly accepted by both parties; (b) the Special Conditions; (c) the Agreement, including the Equipment Schedule and Scope of Work contained in it; (d) the Accepted Quotation and expressly referenced technical documents, if issued; (e) these Terms; and (f) the applicable Manufacturer Warranty documents.

2.3 Where no quotation reference is stated, the Equipment Schedule and Scope of Work in the Agreement control the commercial and technical description. A Delivery Note, commissioning record or handover record is evidence of delivery or performance but is not required to create or amend the Contract unless it expressly records a Variation accepted by both parties.

2.4 No oral statement, informal message, product image or representation made before Contract formation forms part of the Contract unless expressly recorded in a Contract document. Product photographs and illustrations are representative and may not show the exact model, colour, dimensions or configuration supplied. Nothing in this clause excludes liability for fraud or fraudulent misrepresentation.

2.5 The Contract is the entire agreement relating to the Equipment and Works and supersedes prior proposals, negotiations and understandings on the same subject. A change is effective only if recorded in writing by authorised representatives of both parties, except for a minor technical change permitted under clause 9.6.

3. Scope, Design, Intended Use and Exclusions

3.1 Enovra shall supply and perform only the Equipment and Works expressly identified as included in the Agreement, Accepted Quotation or written Variation. Any item not expressly included is excluded.

3.2 Enovra shall use reasonable skill and care in system selection, design, installation and configuration using the information reasonably available at the time. The Customer is responsible for fully disclosing the intended use, material electrical loads, peak and surge loads, backup expectations, vehicle or generator compatibility, operating hours, future expansion plans and any special performance requirement.

3.3 Enovra does not warrant that the Equipment is suitable for a requirement that was not disclosed or expressly agreed in writing. Where Enovra recommends a system based on incomplete, inaccurate or subsequently changed information, any redesign, additional Equipment or remedial work may be treated as a Variation.

3.4 Unless expressly included, the Works exclude structural engineering, roof replacement or general roof repair, major waterproofing, asbestos or hazardous-material work, major rewiring, trenching, major civil works, cranes, scaffolding, specialist access, generator integration, telecommunications subscriptions, CEB fees and meters, transformer or switchgear works, network reinforcement, planning approvals and professional-engineering certification.

3.5 This standard Contract is not intended to govern medium-voltage interconnections, CEB Agrivoltaic projects, major EPC projects, major civil or structural works, liquidated damages, performance bonds or project-finance conditions unless a project-specific schedule or agreement expressly supplements or replaces the relevant provisions.

4. Customer Information, Responsibilities and Consents

4.1 The Customer shall provide complete, current and accurate information and documents concerning ownership, the CEB account, electrical supply, existing generation or batteries, financing, intended use, loads, generators, electric vehicles, the roof or mounting area, access and known hazards.

4.2 Enovra may rely on information supplied by the Customer or the Customer's consultant. Enovra is not responsible for a design, performance or regulatory issue caused by incomplete, inaccurate or misleading information that Enovra could not reasonably have identified.

4.3 The Customer warrants that it owns the Installation Site or has obtained all necessary owner, landlord, lessor, property-syndicate, housing-association and occupier consents. The Customer shall obtain planning, building, environmental, structural and other approvals not expressly included in Enovra's Scope and shall provide written evidence when reasonably requested.

4.4 The Customer shall ensure safe, timely and unobstructed access for surveys, delivery, installation, testing, commissioning, inspection and warranty work, including suitable parking, delivery routes and access to electrical boards, roof areas and equipment rooms.

4.5 The Customer shall complete Customer-side civil, structural, roofing and electrical prerequisites by the required date and shall provide electricity, water, internet, Wi-Fi or communications reasonably required for installation, configuration and monitoring.

4.6 The Customer shall disclose asbestos, fragile roofing, concealed or underground services, water pipes, electrical cables, tanks, septic systems, rights of way, prior water ingress, unauthorised electrical work and other hazards or constraints known or reasonably suspected.

4.7 The Customer shall keep children, animals, visitors and unauthorised persons away from controlled work areas and shall not interfere with temporary barriers, electrical isolations, safety devices, tools, cables or partially completed Works.

4.8 The Customer shall not obstruct, relocate, open, modify, reset, rewire or permit third-party interference with the Equipment except in accordance with manufacturer instructions or Enovra's written direction.

4.9 The Customer shall protect the Equipment from theft, malicious damage, pests, corrosion, water, impact and unauthorised access after risk passes and shall notify its property insurer, lender and landlord of the installation where required.

4.10 The Customer shall permit reasonable post-installation access, on reasonable notice except in an emergency, for diagnostics, inspection, maintenance, warranty work, CEB-related follow-up and safe correction of defects.

4.11 Where the Customer appoints a representative to communicate with Enovra, Enovra may rely on instructions from that representative until written revocation is received.

4.12 A failure to perform a Customer obligation may entitle Enovra to suspend the Works, revise the programme and charge reasonable storage, standby, re-attendance, redesign or remobilisation costs properly incurred.

5. Site Surveys, Assumptions and Latent Conditions

5.1 Unless the Contract expressly provides otherwise, Enovra's survey is visual and non-invasive. It does not constitute a structural survey, asbestos survey, geotechnical investigation, waterproofing certification or comprehensive test of concealed electrical or civil infrastructure.

5.2 The quotation, Equipment Schedule and design are based on reasonably observable conditions and information available at the time. Roof coverings, rafters, walls, foundations, conduits, buried services and internal electrical defects may not be visible until work begins.

5.3 The Customer is responsible for the structural condition and load-bearing capacity of roofs, walls, foundations and mounting areas unless a structural assessment is expressly included. Enovra is not responsible for pre-existing defects, latent weaknesses, defective waterproofing, prior water ingress or deterioration that could not reasonably have been identified during a non-invasive survey.

5.4 If Enovra discovers an unsafe, defective or unexpected condition, it may stop or postpone the affected Works, make the Site safe, request specialist advice and propose a Variation for additional work, Equipment, access, time or cost.

5.5 Enovra shall use appropriate methods to seal penetrations made by it. A claim that a leak was caused by an Enovra penetration must be reported promptly, and Enovra must be given a reasonable opportunity to inspect and remedy it before another contractor performs non-emergency repairs.

5.6 If the Site cannot safely or lawfully support the proposed installation and no reasonable alternative is agreed, either party may terminate the affected Works. The Customer shall pay for work performed, Equipment committed or supplied and reasonable non-recoverable costs, subject to credit for amounts already paid.

6. Health, Safety and Site Control

6.1 Enovra may refuse, suspend or stop work where it reasonably considers that the Site, weather, access, electrical condition, roof, working-at-height arrangements, third-party activity or Customer instruction creates a safety or legal risk.

6.2 Enovra may temporarily interrupt electrical supply, isolate circuits, restrict access and establish controlled work areas where reasonably required. The Customer shall protect sensitive loads, arrange business continuity where necessary and notify Enovra in advance of critical equipment or persons dependent on continuous supply.

6.3 The Customer shall not restore isolated supplies or interfere with safety devices without Enovra's authorisation. Work at height, lifting and outdoor electrical work may be postponed during rain, high winds, lightning, cyclone warnings, excessive heat or other unsuitable conditions. Such postponement is not a breach and the programme shall be adjusted.

6.4 Where the Customer or another contractor controls the Site, that party shall coordinate access and provide relevant safety information, permits to work and emergency procedures.

6.5 The Customer shall immediately report any smell, smoke, unusual heat, arcing, damaged cable, water ingress, abnormal noise or other safety concern and shall follow Enovra's emergency isolation instructions.

7. CEB Schemes, Grid Connection and Approvals

7.1 For a domestic installation registered under the CEB Solar Photovoltaic Scheme (Households) 2026, the contracted system must be a hybrid solar PV system incorporating battery energy storage, unless the CEB confirms a lawful alternative in writing. Other SSDG, MSDG, zero-export and off-grid transactions remain subject to the specific scheme and Grid Code applicable at the time of application and implementation.

7.2 Where CEB application support is included, Enovra shall use reasonable skill and care to prepare and submit the agreed application, diagrams, datasheets, declarations and supporting documents, subject to the Customer providing complete, accurate and signed information, authorisations and fees.

7.3 The CEB and other authorities exclusively control scheme availability, eligibility, capacity allocation, network surveys, technical requirements, tariffs, charges, meters, inspections, connection, export activation and processing timelines. Enovra does not guarantee any approval, tariff, grant, subsidy, export entitlement, meter date or completion date controlled by an authority.

7.4 A CEB delay, network constraint, additional condition, refusal, rule change, tariff change or modification required by an authority is not a breach by Enovra. Unless expressly included, the Customer shall bear authority fees, meter costs, network reinforcement, transformer, switchgear, professional-engineering and other third-party charges.

7.5 The Equipment and Works must comply with the scheme, Grid Code and authority requirements prevailing at implementation. A change occurring after Contract formation that requires redesign, additional Equipment, certification, testing or work shall be treated as a Variation unless caused by Enovra's failure to comply with requirements already applicable and reasonably ascertainable when the Contract formed.

7.6 The Customer shall not alter CEB-required protection, inverter, export, earthing, anti-islanding, battery or BMS settings. Enovra may restore compliant settings and charge for corrective work where the alteration was not caused by Enovra.

7.7 Operational Commissioning may occur in a lawful non-export, isolated, backup or other available mode pending CEB meter works or export activation. Unless Special Conditions expressly make an authority approval a payment condition, CEB or grant-processing delay does not postpone a payment milestone already achieved by Enovra.

7.8 The Customer authorises Enovra, where included, to communicate with the CEB and submit the Customer's information and documents for the agreed application. The Customer remains responsible for declarations made in the Customer's name and must promptly notify Enovra of any inaccuracy or change.

7.9 If the Customer fails to provide required documents or complete the CEB process within an authority deadline, Enovra is not responsible for any resulting loss of capacity allocation, tariff, grant, subsidy or scheme eligibility.

8. Contract Price, Payment and Financing

8.1 The Contract Price, discount, VAT status, compulsory charges, payment route and payment schedule are stated in the Agreement. The Contract Price does not include excluded work or third-party charges unless expressly stated.

8.2 Where the standard hybrid-solar payment schedule is selected, the payment milestones are: (a) 50% upon signature or acceptance of the Agreement and issue of the deposit invoice; (b) 30% upon delivery of the solar panels to the Installation Site and installation of the inverter; and (c) 20% upon installation and integration of the battery and Operational Commissioning of the system.

8.3 A custom payment schedule or transaction-specific schedule stated in the Agreement prevails over clause 8.2. If a supply-only transaction has no stated schedule, full payment is due before delivery. Maintenance, diagnostics, repair and installation-only services are payable as invoiced.

8.4 Invoices are payable by the due date stated on the invoice. The Customer shall notify Enovra in writing of a genuine invoice dispute within five Business Days, identifying the disputed amount and reasons, and shall pay the undisputed balance on time.

8.5 The Customer shall not withhold or set off an undisputed payment because of a minor snag, CEB or Financing Partner delay, pending grant or subsidy, meter replacement, export activation, monitoring-platform issue or a matter that does not prevent safe and material use of the contracted system.

8.6 Subject to applicable law, an undisputed amount remaining unpaid ten calendar days after its due date may bear simple interest at 1% per month, calculated daily from the due date until payment. Enovra may recover reasonable and documented debt-recovery, legal, storage, demobilisation, remobilisation and enforcement costs to the extent lawfully recoverable.

8.7 If an undisputed amount is overdue, Enovra may, after reasonable notice, suspend procurement, delivery, installation, commissioning, handover and non-emergency after-sales or warranty work until payment and may revise the programme. Suspension does not waive the Customer's payment obligations.

8.8 Payments shall be made to the bank account or payment channel shown on an Enovra invoice. The Customer must verify any notified bank-account change using an independently known Enovra contact number. Enovra is not responsible for payment sent to a fraudulent account where the Customer failed to make reasonable verification after a suspicious or changed instruction.

8.9 Where payment is made in cash, the Customer shall obtain an official Enovra receipt. Payment to an employee, installer, agent or subcontractor is not valid unless that person is expressly authorised by Enovra to receive it.

8.10 The Contract Price is fixed upon Contract formation except for a written Variation, a Customer-requested change, a latent Site condition, an authority requirement arising after Contract formation, a tax or duty change legally applicable to the transaction, or another adjustment expressly allowed by the Contract.

8.11 Any financing agreement is between the Customer and the Financing Partner. Enovra is not the lender, does not make the credit decision and does not provide regulated financial advice. The Customer must review and comply with the Financing Partner's terms.

8.12 Where financing approval or disbursement is stated as a condition precedent, Enovra is not required to make non-cancellable procurement commitments until the condition is satisfied or waived in writing. The Customer shall promptly provide all documents and signatures required by the Financing Partner.

8.13 A Financing Partner's delay, refusal, deduction, set-off or failure to disburse does not release the Customer from the Contract Price unless the Agreement expressly provides otherwise. The Customer remains responsible for any amount not paid by the Financing Partner.

8.14 Any payment holiday, contribution, rebate or promotional financing support from Enovra applies only if stated in writing and only for the stated period and conditions. It does not amend the Customer's separate repayment obligations to the Financing Partner.

8.15 Enovra may assign an invoice or receivable to a Financing Partner or funder and may disclose Contract information reasonably necessary for that assignment, subject to applicable data-protection requirements.

9. Procurement, Variations and Substitutions

9.1 Once the required deposit and any stated conditions precedent are satisfied, Enovra may order, reserve, import, manufacture, configure or allocate Equipment for the Customer. Specially ordered, configured, branded or imported Equipment may not be returnable to the supplier.

9.2 A Variation is effective only if it describes the change and, where reasonably practicable, the price and programme impact, and is accepted in writing by both parties. Email or an approved electronic record is sufficient where it clearly identifies the Contract and the Variation.

9.3 A Customer instruction that changes capacity, layout, location, operating mode, Equipment, access method, timing or Site conditions may constitute a Variation even if it does not use the word “Variation”. Enovra is not required to perform additional work without agreement on the commercial effect.

9.4 Latent Site conditions, unsafe conditions, undocumented electrical defects, unexpected structural limitations and concealed services discovered after Contract formation may require a Variation, suspension or redesign.

9.5 If identified Equipment becomes unavailable, discontinued, delayed, non-compliant or technically unsuitable, Enovra may propose an equal or superior substitute with no material reduction in capacity, core functionality, quality or warranty. A material change requires the Customer’s written acceptance.

9.6 Enovra may make minor technical changes after notice where reasonably required for safety, CEB compliance, compatibility, cable routing, protection coordination, firmware or battery communications, installation practicality or manufacturer requirements and where the change does not materially reduce the contracted system’s capacity, functionality, quality or warranty.

9.7 The Customer shall not unreasonably withhold or delay acceptance of a genuinely equivalent substitute. If no reasonable substitute is available, the parties shall agree a revised programme, price adjustment or cancellation of the affected item, with Enovra accounting for amounts paid against costs properly incurred.

9.8 If urgent additional work is reasonably required to remove a safety risk or prevent damage, Enovra may perform the minimum necessary work and notify the Customer as soon as reasonably practicable. Reasonable associated costs are payable by the Customer unless the need arose from Enovra’s breach.

10. Delivery, Storage, Risk and Title

10.1 Delivery, installation and completion dates are reasonable estimates unless the Agreement expressly states that a date is guaranteed. Enovra may deliver in stages and may use different shipments or suppliers for different components.

10.2 The programme may be extended for CEB or authority action, weather, shipping, customs, supply-chain delay, manufacturer delay, labour or material shortage, latent Site conditions, Customer delay, safety requirements, Variations, Financing Partner action or Force Majeure.

10.3 The Customer shall ensure that the Installation Site is ready and accessible on the notified delivery or installation date. If delivery or work cannot proceed because of the Customer, Enovra may store Equipment at the Customer’s risk, charge reasonable storage, transport, standby and remobilisation costs, and reallocate the installation slot.

10.4 The Customer shall promptly inspect delivered Equipment for visible shortage or transit damage and notify Enovra within two Business Days. Failure to notify does not affect a latent defect or a right that cannot lawfully be excluded.

10.5 Risk of accidental loss, theft or damage passes to the Customer when Equipment is delivered to the Installation Site, except to the extent the loss or damage is caused by Enovra’s negligence while carrying out the Works.

10.6 Title to Equipment remains with Enovra or the applicable Financing Partner until all sums due for that Equipment have been paid in full. Until title passes, the Customer shall keep the Equipment identifiable, insured and free from any sale, pledge, charge, relocation or unauthorised interference.

10.7 If the Customer defaults, Enovra may require the return of unpaid Equipment and may recover possession only with the Customer’s consent or through lawful process. Enovra shall not exercise any right of entry, removal, disconnection or recovery contrary to law or in a manner that creates an electrical or structural safety risk.

10.8 Installation of Equipment into a building or structure does not waive Enovra’s contractual title rights to the extent those rights remain lawful and enforceable. The Customer shall not represent that unpaid Equipment is unencumbered.

11. Installation, Operational Commissioning and Handover

11.1 Enovra shall perform the contracted Works with reasonable skill and care, using suitably qualified personnel or subcontractors and following applicable safety requirements, manufacturer instructions and relevant technical standards.

11.2 Operational Commissioning occurs when Enovra has safely installed, configured and tested the system in the operating mode lawfully available at that time and has demonstrated basic operation to the Customer or its representative where attendance is reasonably practicable.

11.3 CEB meter replacement, export activation, final CEB testing, grant processing and Financing Partner administration are not part of Operational Commissioning unless expressly stated in the Agreement or Special Conditions.

11.4 A minor defect, adjustment or incomplete document that does not prevent safe and material use of the system is a snag and does not prevent Operational Commissioning or the relevant payment milestone. Enovra shall correct agreed snags within a reasonable period.

11.5 Where the Customer or representative does not attend a notified commissioning appointment, Enovra may complete testing and issue commissioning or handover records electronically, provided the system can be safely commissioned without the Customer's attendance.

11.6 At handover, Enovra shall provide the operating information and documents expressly included in the Contract, which may include basic user training, monitoring access, datasheets, warranty information, single-line diagrams and CEB documents.

11.7 The system is treated as handed over when Operational Commissioning is signed or electronically acknowledged, or when the Customer begins normal use after Enovra has notified the Customer that Operational Commissioning is complete.

11.8 Monitoring or app setup is complete when Enovra has configured the available account or interface using information provided by the Customer. Enovra does not guarantee continuous availability of third-party networks, cloud servers, mobile apps, internet services or manufacturer platforms.

12. Performance Estimates and Technology Limitations

12.1 Any forecast of energy production, electricity savings, export income, payback, return on investment, battery autonomy or EV charging time is an estimate, not a guarantee, unless a specific guaranteed value, test method and remedy are expressly stated in Special Conditions.

12.2 Actual performance depends on factors outside Enovra's control, including solar irradiation, season, temperature, weather, shading, soiling, roof orientation, grid voltage and outages, Customer consumption, equipment tolerances, degradation, curtailment, maintenance and CEB operating requirements.

12.3 Battery usable capacity is lower than nominal nameplate capacity and backup duration is affected by load, surge demand, state of charge, depth of discharge, age, temperature, cycle history, BMS settings and reserve settings. A battery warranty does not guarantee that a particular appliance or load will operate for a stated duration unless expressly agreed.

12.4 A hybrid or off-grid system may transfer, shut down, limit output or shed loads when battery, inverter, generator, temperature, grid or protection thresholds are reached. Protective disconnection, anti-islanding, voltage or frequency trips, BMS shutdown and automatic reconnection are normal safety functions and do not by themselves establish a defect.

12.5 Only circuits and loads expressly identified as backup loads are intended to operate during an outage. The Customer shall not rely on the system for life-support, medical, security or other critical loads unless an appropriate resilient design is expressly contracted.

12.6 Enovra may configure export limits, charging current, battery reserves, protection settings and other parameters to comply with safety, manufacturer and CEB requirements. The Customer shall not alter settings without written authorisation where doing so could affect safety, compliance or warranty.

12.7 Monitoring data is indicative, may differ from CEB billing meters or independent test equipment, and is not revenue-grade unless expressly stated. A temporary loss of monitoring or communications does not necessarily mean that the Equipment has stopped operating.

12.8 Enovra is not responsible for a change in electricity tariff, feed-in tariff, tax, grant, subsidy, Customer usage pattern or authority policy after the Contract is formed.

13. Warranties and Warranty Claims

13.1 Unless there is an Agreement-specific override, the standard product warranty periods below apply only to Equipment supplied by Enovra:

Component	Standard warranty	Basis
Solar panels	20-year product warranty	Manufacturer Warranty
Inverter	5-year product warranty	Manufacturer Warranty
Battery	5-year product warranty	Manufacturer Warranty; cycle, throughput and capacity-retention conditions may apply
EV charger	2-year product warranty	Manufacturer Warranty

Component	Standard warranty	Basis
Mounting structure	10-year product warranty	Supplier or manufacturer terms
Enovra wiring / workmanship	36 months from Operational Commissioning for standard supply-and-installation transactions; otherwise for the period expressly stated in the Agreement, Service Report or invoice	Enovra workmanship warranty

13.2 The exact Equipment Schedule, Agreement-specific warranty note and supplied warranty certificate prevail over the standard schedule. Product warranties are subject to the applicable Manufacturer Warranty, including registration, maintenance, operating-environment, cycle, throughput, capacity-retention and claim requirements.

13.3 Enovra's workmanship warranty covers a defect caused by Enovra's failure to carry out the contracted installation with reasonable skill and care. It does not convert a Manufacturer Warranty into an Enovra guarantee of the product itself.

13.4 Enovra shall remedy defective Enovra workmanship covered by the workmanship warranty without charging for the reasonable local corrective labour. This does not cover a failure caused by Equipment defects, Customer alterations, external events, pre-existing conditions or third-party work.

13.5 Enovra shall reasonably assist the Customer to diagnose and submit a valid Manufacturer Warranty claim. The manufacturer or warranty provider determines whether a product defect is covered and whether the remedy is repair, replacement, credit or another remedy.

13.6 The Customer shall notify Enovra promptly after discovering a suspected defect, provide photographs, error codes, monitoring data and reasonable information, avoid further damage and allow safe access for inspection and diagnostics. Enovra may require remote diagnostics before attending the Installation Site.

13.7 A warranty does not cover any defect, failure or damage caused by misuse; overload; negligent maintenance; unauthorised modification, relocation, settings or repair; incorrect third-party installation; abnormal grid conditions; direct or indirect lightning; induced voltage or current surges; flood; cyclone; fire; theft; accidental impact; pests; corrosion; water ingress not caused by Enovra's workmanship; blocked ventilation; operation outside specified limits; incompatible equipment; ordinary wear or degradation; or another external event outside Enovra's reasonable control. The installation of earthing, surge-protection devices or other protective equipment reduces, but does not eliminate, the risk of damage caused by lightning, electrical surges or external grid events and does not constitute a guarantee against such damage. This exclusion shall not apply to the extent that the damage was directly caused by Enovra's defective workmanship or Enovra's failure to install protection expressly included in the Contract.

13.8 Battery warranties may depend on cycle count, energy throughput, depth of discharge, temperature, communications, approved inverter or BMS settings and retained-capacity thresholds. Normal capacity reduction within the Manufacturer Warranty curve is not a defect.

13.9 Unless the Agreement or Manufacturer Warranty states otherwise, freight, international transport, customs, cranes, specialist access, civil work, travel outside Enovra's normal service area, temporary replacement equipment and labour after the workmanship period may be chargeable even where a replacement product is supplied under warranty.

13.10 A replacement may be new, refurbished or functionally equivalent where permitted by the Manufacturer Warranty. Repair or replacement does not restart the warranty; the repaired or replaced item is covered for the remaining original warranty period or the minimum period required by law.

13.11 If no covered defect is found, or the issue is caused by a Customer-side or third-party matter, Enovra may charge a reasonable diagnostic, travel and labour fee after informing the Customer.

13.12 A workmanship warranty may transfer to a new property owner for its remaining term where the Contract Price is fully paid, the system remains at the Installation Site, Enovra is notified in writing and the system has not been materially altered. Product-warranty transfer remains subject to Manufacturer Warranty terms.

13.13 Nothing in this section limits a statutory guarantee, remedy or liability that cannot lawfully be excluded.

14. Maintenance and Operation

14.1 Unless expressly included in the Agreement or a written maintenance plan, routine maintenance is the Customer's responsibility. This includes keeping solar panels reasonably clean, but only where they can be accessed safely and in accordance with the applicable Manufacturer instructions and any written care guidance provided by Enovra. Panels shall be cleaned when reasonably cool, using clean water and a soft, non-abrasive cloth, sponge or brush. The Customer shall not use a pressure washer, uncontrolled high-pressure water jet, abrasive material, metal implement, harsh chemical, solvent or any other method capable of damaging the glass, protective coating, frame, seals, cables, connectors or

mounting system. No person shall walk, stand, sit or place weight on the panels. Roof-mounted, elevated or otherwise unsafe-to-access panels shall be cleaned or inspected only by a competent person using appropriate access equipment and safety precautions. The Customer is also responsible for ensuring that vents and fans remain unobstructed, controlling vegetation and pests, protecting Equipment from water and impact, maintaining reasonable ventilation and temperature, maintaining internet or communications where required, and following the applicable operating instructions. Enovra shall not be responsible for injury, roof damage or Equipment damage resulting from unsafe access, inappropriate cleaning or maintenance undertaken by the Customer or an unauthorised third party, except to the extent directly caused by Enovra's breach of the Contract or negligence.

14.2 The Customer shall periodically inspect the system for visible damage, unusual noise, overheating, water ingress, corrosion, loose components, alarms and error messages and shall promptly notify Enovra of a safety concern. The Customer shall not open live or sealed Equipment or attempt unsafe repairs.

14.3 Free servicing is not included unless expressly stated in the Agreement or a written service plan. Maintenance plans and ad-hoc service visits are separate services charged at the applicable rate.

14.4 Failure to maintain or operate the Equipment correctly affects warranty rights only to the extent that the failure caused or materially contributed to the defect or damage, or where the Manufacturer Warranty expressly makes the requirement a condition of coverage.

14.5 Any relocation, extension, additional battery, additional panel string, generator integration, EV charger load change or third-party Equipment connection must be assessed and approved before implementation.

14.6 The Customer shall retain invoices, warranty certificates, serial numbers, commissioning records and maintenance records and shall transfer operating and warranty information to a subsequent owner or occupier where appropriate.

15. Supply-Only, Installation-Only, Maintenance, Diagnostics and Repair Work

15.1 For supply-only transactions, Enovra is responsible for supplying the identified Equipment but not for third-party design, installation, commissioning, integration, compatibility, CEB compliance or workmanship unless expressly included in the Contract. Manufacturer installation, storage and operating requirements remain applicable.

15.2 Where Enovra installs Customer-supplied or pre-existing Equipment, Enovra is responsible only for carrying out the expressly agreed installation work with reasonable skill and care. Unless expressly accepted by Enovra in writing, responsibility for the original system design, system sizing, product selection, product condition, manufacturer compliance, compatibility between components, existing wiring, protection, earthing and prior work remains with the Customer, original supplier, manufacturer, installer or designer, as applicable.

15.3 The Customer shall disclose all known faults, damage, previous repairs, modifications, storage conditions, error codes and warranty restrictions relating to Customer-supplied or pre-existing Equipment and shall provide available manuals, certificates, passwords, accessories and technical information. Enovra may refuse to work on Equipment that appears unsafe, damaged, incomplete, incompatible or non-compliant.

15.4 Enovra is not responsible for the failure of Customer-supplied or existing Equipment arising from an inherent defect, age, internal deterioration, prior damage, improper storage, previous installation or repair, undisclosed modification, incompatible components or another condition not caused by Enovra. Enovra remains responsible to the extent that direct loss or damage is caused by its failure to exercise reasonable skill and care.

15.5 For diagnostics, maintenance or repair of an existing system, Enovra's responsibility is limited to the reported fault, Equipment and interventions expressly included in the agreed Scope. Diagnostic or repair work does not guarantee that every fault will be identified, that the Equipment can be repaired successfully or economically, or that another component will not subsequently fail.

15.6 The Customer acknowledges that defective, aged, damaged or previously modified Equipment may deteriorate, cease operating or reveal additional faults during reasonable isolation, dismantling, testing, resetting, updating, reassembly, energisation or recommissioning. Enovra is not liable for such deterioration or the manifestation of an underlying defect except to the extent directly caused by Enovra's failure to exercise reasonable skill and care.

15.7 If Enovra identifies an additional fault, unsafe condition or work outside the agreed Scope, it may suspend the affected work and issue a revised quotation or Variation. Enovra is not required to perform additional work until it has been authorised in writing, except for minimum action reasonably necessary to make the system safe or prevent material damage.

15.8 Any warranty relating to installation-only, maintenance, diagnostics or repair work applies only to the specific workmanship and replacement parts expressly identified in writing and for the period stated in the Contract, Service Report or invoice. It does not constitute a warranty that the existing Equipment or system is free from other defects or will continue to operate for any particular period.

16. EV Charging-Specific Provisions

16.1 The Customer shall disclose the vehicle model, connector type, onboard charging capacity, intended users, duty cycle, available electrical supply and any requirement for public access, billing, load management, solar integration or fleet operation.

16.2 Actual charging power and time depend on the vehicle, state of charge, battery temperature, onboard charger, supply capacity, load-management settings, cable, charger and network conditions. The charger rating is not a guarantee that every vehicle will charge at that rate.

16.3 The Customer is responsible for adequate parking control, physical protection, signage, drainage, lighting and user conduct unless expressly included in Enovra's Scope.

16.4 Connected chargers may depend on Wi-Fi, Ethernet, SIM, RFID, QR payment, OCPP, a charging-management system or third-party payment platform. Subscription, transaction, data and platform fees are payable by the party identified in the Contract.

16.5 Enovra is not liable for a third-party platform outage, payment failure, roaming restriction, mobile-network issue, vehicle software limitation or unauthorised use not caused by Enovra.

16.6 The Customer shall inspect charging cables and connectors, prevent vehicle impact and misuse and immediately stop use of visibly damaged, wet or overheated Equipment.

17. Suspension, Cancellation and Termination

17.1 Any mandatory statutory cancellation or cooling-off right remains unaffected. Unless the Agreement expressly grants a cancellation period or applicable law requires one, the Customer has no automatic 14-day right to cancel after Enovra accepts the order.

17.2 Before Enovra accepts the order, the Customer may withdraw without charge. After acceptance but before non-cancellable procurement or work, Enovra may accept cancellation and deduct only reasonable costs already incurred, such as an expressly chargeable survey, design or administration cost.

17.3 After Equipment has been ordered, reserved, configured, manufactured, branded, shipped or imported, or after Works have commenced, the Customer shall pay the value of work performed and all committed, non-returnable and non-recoverable costs, including supplier cancellation, restocking, freight, duties, storage and return charges. Enovra shall provide a reasonable breakdown and refund any remaining balance.

17.4 Enovra may suspend performance on reasonable written notice for non-payment, denied access, unsafe conditions, Customer delay, missing information or approvals, Customer interference, unlawful instructions or another material breach. The programme shall be reasonably extended and Enovra may charge costs properly caused by the suspension.

17.5 Either party may terminate for a material breach that remains unremedied 14 calendar days after written notice identifying the breach and required remedy. Enovra may use a shorter reasonable period for an overdue payment or urgent safety breach.

17.6 Enovra may terminate immediately where the Customer becomes insolvent, commits fraud, threatens personnel, requires unlawful work or creates a serious and continuing safety risk that cannot reasonably be managed. The Customer may terminate if Enovra ceases business or commits a serious unremedied breach.

17.7 On termination, the Customer shall pay amounts properly due for delivered Equipment, completed work, work in progress, committed procurement, storage and other non-recoverable costs, subject to credit for amounts already paid. If termination results from Enovra's unremedied breach, Enovra shall refund the unearned balance after accounting for conforming Equipment retained by the Customer and work properly performed.

17.8 Enovra shall leave the Installation Site reasonably safe and may recover unpaid Equipment only by consent or lawful process. Termination does not affect accrued rights or clauses intended to survive, including payment, title, warranty, liability, confidentiality, data protection, intellectual property and dispute provisions.

18. Liability, Indemnity and Insurance

18.1 Enovra is responsible for direct physical damage to the Customer's property to the extent caused by Enovra's failure to exercise reasonable skill and care. Enovra is not responsible for a pre-existing defect, latent weakness or deterioration that it did not cause.

18.2 Subject to clause 18.4 and applicable law, Enovra is not liable for indirect, consequential or special loss, loss of profit, revenue, contract, opportunity, anticipated savings, export income, business interruption, reputation or data, or for a loss

caused by the CEB, an authority, a Financing Partner, a manufacturer platform, internet failure or another third party outside Enovra's reasonable control.

18.3 Subject to clause 18.4, Enovra's aggregate liability arising from or connected with the Contract shall not exceed: (a) for supply and installation, the Contract Price actually paid for the affected system; (b) for supply-only, the price actually paid for the affected Equipment; or (c) for installation-only, maintenance, diagnostics or repair, the fees actually paid for the affected service. Multiple claims arising from the same event are subject to one aggregate cap.

18.4 Nothing in the Contract excludes or limits liability for fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, or any liability or remedy that cannot lawfully be excluded or limited. For a residential consumer, all exclusions and limits are read subject to mandatory consumer-protection law.

18.5 Enovra is not liable for theft or accidental damage after risk passes; ordinary wear, corrosion or degradation; unauthorised tampering; damage caused by undisclosed concealed or underground services; Customer-side electrical or structural defects; or failure to follow operating and maintenance instructions, except to the extent Enovra caused or contributed to the loss.

18.6 The Customer shall indemnify Enovra against a third-party claim to the extent caused by the Customer's material breach, inaccurate information, unsafe Site, failure to obtain permissions, unauthorised modification, unlawful use or negligence. The indemnity does not apply to the extent the claim was caused by Enovra's negligence or breach.

18.7 Each party shall take reasonable steps to mitigate a loss. The Customer shall maintain appropriate property insurance and notify its insurer of the Equipment and Works. Commercial, institutional, agricultural and public-sector Customers shall also maintain public-liability and business-interruption insurance where reasonably appropriate to the nature of the Installation Site and operations.

19. Force Majeure

19.1 Neither party is liable for delay or failure caused by an event beyond its reasonable control, including cyclone, flood, fire, severe weather, epidemic, strike, civil disturbance, war, governmental action, embargo, sanctions, port or customs delay, interruption to utilities or telecommunications, shortage of materials, manufacturer delay, shipping disruption or an authority restriction ("Force Majeure").

19.2 The affected party shall notify the other within a reasonable time, explain the expected effect and use reasonable efforts to mitigate and resume performance. The affected obligation is suspended for the duration of the Force Majeure and the programme shall be reasonably extended.

19.3 Force Majeure does not excuse payment for Equipment already delivered, work already performed or non-cancellable commitments already made. If Force Majeure prevents a material part of the Contract for more than 90 consecutive days, either party may terminate the affected unperformed part on written notice, subject to payment and accounting under clause 17.7.

20. Data Protection, Confidentiality, Monitoring and Intellectual Property

20.1 Enovra may process the Customer's contact, identity, ownership, Site, electrical, financing, technical, monitoring, payment and warranty information to form and perform the Contract, submit agreed applications, provide diagnostics and support, protect legitimate business and security interests, comply with law and establish or defend legal claims.

20.2 Enovra may share relevant information with the CEB, authorities, Financing Partners, insurers, manufacturers, warranty providers, logistics providers, qualified subcontractors, professional advisers, cloud and monitoring-platform providers where reasonably necessary for those purposes or required by law.

20.3 Technical or personal data may be processed or hosted outside Mauritius where a manufacturer, cloud or monitoring platform is located abroad. Enovra shall apply a lawful basis and reasonable contractual, technical and organisational safeguards required by applicable data-protection law.

20.4 The Customer shall provide accurate data and may exercise applicable rights of access, correction, objection and complaint by contacting info@enovra.mu. Direct marketing and the use of identifiable Customer photographs, names, testimonials or Site images for promotion require separate consent where required; refusal does not affect the purchase or warranty service.

20.5 The Customer is responsible for keeping monitoring usernames, passwords, Wi-Fi credentials, RFID cards, access codes and remote-access devices secure and for notifying Enovra of suspected unauthorised access. Enovra may use remote access only for legitimate commissioning, diagnostic, maintenance, warranty and support purposes.

20.6 Each party shall keep the other party's non-public commercial, technical and personal information confidential and shall use it only for the Contract. This does not apply to information that is public other than through breach, already lawfully known, independently developed, received lawfully from a third party, or required to be disclosed by law or an authority.

20.7 Enovra retains intellectual-property rights in its templates, calculations, designs, layouts, methods, drawings, software configurations and documents. Upon full payment, the Customer receives a non-exclusive licence to use Site-specific documents for operating, maintaining, insuring, financing, transferring and obtaining approvals for the installed system. The Customer shall not commercially reproduce, resell or use Enovra materials to reproduce the design at another Site or for a competing tender without consent.

20.8 Enovra may retain copies of records, photographs, test results and communications for legal, safety, quality, training, warranty and business-administration purposes, subject to applicable data-protection law.

21. Compliance, Safety and Subcontracting

21.1 Each party shall comply with the laws, permits, CEB rules, safety requirements and manufacturer instructions applicable to its obligations. Enovra may refuse or stop work that it reasonably considers unsafe, unlawful, non-compliant or outside the contracted Scope.

21.2 The Customer shall not energise, export from, alter or operate the system contrary to CEB requirements or Enovra's written commissioning status. If a safety issue arises, the Customer shall follow shutdown instructions and contact Enovra or an appropriately qualified emergency electrician.

21.3 Enovra may use suitably qualified employees, installers, electricians, engineers, specialists and subcontractors and remains responsible for the contracted Works performed on its behalf. The Customer shall not directly instruct or engage Enovra personnel or subcontractors to perform additional work outside the Contract without Enovra's written approval.

21.4 The Customer shall not offer or make an improper payment, gift or inducement in connection with the Contract. Enovra may suspend or terminate if it reasonably believes that fraud, bribery, document falsification or another serious compliance breach has occurred.

22. Complaints, Disputes and Governing Law

22.1 A complaint should be sent to info@enovra.mu or Enovra's notified business address and should identify the Agreement Reference, Installation Site, relevant facts, supporting documents and requested resolution. Enovra shall acknowledge and investigate the complaint within a reasonable period according to its nature and urgency.

22.2 Before commencing proceedings, the parties shall attempt in good faith to resolve a dispute by written escalation to Enovra management and the Customer's authorised representative. Either party may seek urgent interim or safety relief, recover an undisputed debt or exercise a statutory right without completing escalation.

22.3 The Contract and any non-contractual dispute arising from it are governed by the laws of the Republic of Mauritius. Subject to any mandatory consumer forum or statutory remedy, the competent courts of Mauritius have jurisdiction unless the parties later agree in writing to another lawful dispute-resolution process.

22.4 Nothing in this section prevents a Customer from referring a matter to a competent regulator, consumer-protection authority, data-protection authority or other statutory body where legally available.

23. General Provisions

23.1 Routine project communications, appointment confirmations, technical instructions, snag lists and Variation approvals may be sent by email, messaging platform or another electronic channel used by the parties. Formal notices of breach, suspension, termination or dispute shall be sent to the email address stated in the Agreement and, where reasonably practicable, by registered post or hand delivery to the stated address.

23.2 An email is deemed received on the next Business Day after sending if no delivery-failure notice is received. Registered post within Mauritius is deemed received two Business Days after posting, subject to proof of dispatch. The Customer shall promptly notify Enovra of a change in address, email, telephone number, authorised representative or CEB account details.

23.3 The Customer may not assign or transfer the Contract before full payment without Enovra's prior written consent. After full payment, the Customer may transfer the benefit of remaining warranties with the property or Equipment subject to clause 13.12, Manufacturer Warranty terms and written notice to Enovra.

23.4 Enovra may assign receivables, subcontract performance or transfer the Contract to a successor, affiliate, financing entity or purchaser of the relevant business, provided the transfer does not materially reduce the Customer's contractual rights and is subject to applicable law and reasonable notice.

23.5 A failure or delay in exercising a right is not a waiver. A waiver applies only to the specific matter and occasion for which it is given. Rights and remedies are cumulative unless the Contract expressly states otherwise.

23.6 If a provision is invalid or unenforceable, it shall be read down or severed to the minimum extent necessary, and the remaining provisions continue in force.

23.7 The parties are independent contracting parties. Nothing creates a partnership, joint venture, employment, fiduciary or agency relationship except an express authority granted for a CEB, financing or warranty application.

23.8 The Contract may be completed in counterparts and signed or accepted electronically. Electronic signatures, scanned signatures, electronic acceptance through an agreed digital process and PDF copies may be retained as evidence of the Contract where accepted by the parties.

23.9 The governing language of the Contract is English. Any explanation or translation is for convenience; the English version prevails to the extent permitted by law.

23.10 The version and effective date in the title and footer identify this controlled document. Enovra may issue a later version for future contracts, but a later version does not amend an existing Contract unless both parties agree in writing or a mandatory change in law requires otherwise.

23.11 The provisions concerning payment, title, warranties, confidentiality, data protection, intellectual property, liability, dispute resolution and any other provision intended by its nature to continue shall survive completion or termination.

END OF CONTROLLED TERMS

Enovra Standard Terms and Conditions - Version 2.0, effective 21 July 2026

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