Verdant Solar Performance Guarantee

Terms & Conditions · Version 1 · Effective 1 October 2026

Note: 1 October 2026 is this document's version date, not your guarantee start date.

Thank you for choosing Verdant. Our Performance Guarantee is our written commitment that your solar system will perform — and if it ever falls short, we make it right. These terms explain exactly what we guarantee, how it works, and what we each need to do.

> **In one line:** Verdant guarantees your system will generate at least **90% of its expected generation over 4 years**. If it doesn't, we pay you for the shortfall.

1. Who this applies to

- The Performance Guarantee (PG) applies to **new residential Solar ATAP** customers who have purchased O&M services as part of their solar package, with or without a battery.
- It does not apply to self-consumption (SELCO) or commercial/industrial systems.
- It is included in your package at **no additional cost**.
- The guarantee covers systems using equipment from our Approved SKU List.

2. What we guarantee

- Your system will generate at least **90% of its expected generation**, measured cumulatively **over 4 years**.
- The expected generation is calculated specifically for your home — your location's sunlight hours, your roof's tilt angle, orientation, shading, and system size.
- We build in **normal panel aging of about 1% per year**, so the target is realistic and fair across the full 4 years.

3. When the guarantee starts

- **Your 4-year guarantee begins once your system is live** — that is, when your TNB meter is energised and Verdant starts capturing your generation data. If these happen on different days, the guarantee starts on the **later** of the two, so no active generation is ever missed from your guarantee.
- Any generation before that date (while the system is waiting for energisation) does not count toward the guarantee.

4. How we measure it

- Performance is measured using **Verdant's online monitoring data** (in the event this fails to capture the necessary data, we will use the data in the installed PV kWh meter on your system). This is the single source of truth for all guarantee calculations, and it's the same data you can see in the Verdant Home app.
- We **don't** use your TNB bill to measure the guarantee, because bills also reflect how much energy your household uses, which varies.
- We review your performance every year so you always have visibility, but the guarantee is settled on the **total over the 4 years** — a stronger year can offset a weaker one.

5. What you need to do

- **Keep your system online.** Keep it connected to our monitoring at all times.
- **Keep it running.** We recommend you don't switch the system off. If you ever need to (for safety or maintenance), let us know so we can record it — any period the system is intentionally switched off is set aside from your guarantee (see Section 10).
- **Tell us about wifi changes within 48 hours.** If your wifi is switched off or you change your router/wifi password, let us know within 48 hours so we can reconnect your system.
- **Tell us about anything physical as soon as you notice it.** A burning smell, smoke, or visible damage to the inverter or panels — let us know as soon as you're aware. Our response time runs from when you tell us.
- **Allow your mandatory maintenance.** We service your system (cleaning and a health check) once every 2 years — please allow us to carry it out.
- **Don't modify the system.** Please don't let anyone other than Verdant modify the system, and check with us before any roof work or renovation that could affect it. Any changes to the system (solar system, fixtures and BOS) without our knowledge will void the guarantee.
- **Allow us to attend your site physically to resolve issues.** If needed, we will contact you to schedule a physical site visit to resolve any issues regarding the system installed. Please let us know your availability when reached out by our team.

6. What we do for you

- **We monitor your system 24/7** and are alerted automatically if anything looks wrong — you don't have to file a claim.
- **We resolve issues quickly:**
    - General technical issues (detected while your system is online): resolved within **3 days**.
    - Grid voltage issues (detected while your system is online): we're on it within **24 hours** of being alerted.
    - Physical faults (which you report to us): we attend your site within **72 hours** of you notifying us.
- **We report to you every year** — a health check comparing your actual generation against the target.
- **We start the payout review ourselves** at the end of 4 years and notify you accordingly.

7. If your system goes offline

We handle this for you automatically:

- Your system is "offline" when our monitoring app shows the inverter is no longer connected. We detect this and allow a buffer of 3 days for it to resolve on its own.
- After 3 days of the system being offline, we will trigger on our end that your system has been offline for more than 3 days.
- We will contact you (please check your router/wifi) and call you directly if needed.
- If required, we will schedule a physical site visit to resolve the issue.

Where our monitoring can't capture data, we recover your actual generation from the PV kWh meter on your system, so genuine generation is never lost. If we can't reconnect or access the site because you're unavailable, the days **from 2 weeks after the system first went offline until the issue is resolved** are set aside. The first 2 weeks stay counted, and your guarantee is never cancelled for being offline.

8. If your inverter or another component detects a fault

We handle this for you automatically:

- A "fault" is when your system is still connected but generation reads zero. We detect this zero-generation and allow a buffer of 2 days for it to resolve on its own.
- After 2 days of the system having zero-generation, we will trigger on our end and reach out to arrange a physical site visit to resolve the issue.

Once we've diagnosed the fault, two separate periods apply to your guarantee:

- **The repair or replacement period is set aside in full**. From when we confirm a covered hardware fault (inverter, panels, wiring, or other balance-of-system) until it is repaired or replaced, those days are set aside from the guarantee calculation — including any time spent waiting for a replacement part from the supplier. This is because the Performance Guarantee covers the performance of your system as designed, while faulty components are covered under product warranty.
- **Access delays are counted first, then set aside.** If we're unable to access the site because you're unavailable, the **first 1 week** from when the fault was first recorded stays counted in your guarantee. From 1 week onward, those days are also set aside until we can attend and resolve the fault.

9. If there's a physical fault

If you report a physical fault (burning smell, smoke, inverter damage), we'll arrange to attend your site **within 72 hours** of you telling us — timed from when you notify us, as we rely on you to report what our monitoring cannot detect. Once we attend, the days are handled the same way as any other hardware fault (see Section 8): the repair or replacement period is set aside in full, and any access delay is set aside after the first 1 week. Your guarantee is **never cancelled** because of a fault.

10. What's covered, and what isn't

How "setting aside" days works. When days are set aside, they are removed from the calculation on **both** sides — from your guaranteed target and your actual generation. In practice, we scale your total 4-year guarantee by the proportion of qualifying days: **Effective Guaranteed kWh = Guaranteed kWh × (qualifying days ÷ total days over the 4 years).**

We set these days aside — they won't count for or against you:

- Time your system is offline or being repaired while we resolve it (see Sections 7 and 8).
- Hardware or component faults we remedy under warranty (see Section 8), for the full repair or replacement period.
- Days the system was not generating because it was intentionally switched off, or because the access we needed was not provided.
- Events beyond anyone's control (flooding, storms, lightning, earthquakes, fire not caused by the system, civil unrest or government action, pandemic access restrictions, vandalism or theft).

We carry this one ourselves:

- Grid voltage issues (over/under-voltage from the utility). Not set aside — stays counted.

These void the guarantee entirely:

- Non-payment — 100% not settled within 30 days of the final invoice.
- Refusing the mandatory 2-yearly maintenance.
- Any modification or roof/renovation work by someone other than Verdant, or DIY changes.
- Selling your house or relocating the system.

Not guaranteed:

- Battery charge/discharge behaviour — guarantee covers solar panel generation only.

New shading: If new shading appears after installation (for example a neighbour's tree grows, or a new building goes up), we'll **recalculate** your target to fairly reflect it, effective from the month after we identify it. Your guarantee continues — it isn't cancelled.

11. How the payout works

Your 4-year guarantee, year by year.

Year	Target Generation	Your 90% Guaranteed Generation
Year 1	100% of expected generation	90.0% of expected generation
Year 2	99% of expected generation	89.1% of expected generation
Year 3	98% of expected generation	88.2% of expected generation
Year 4	97% of expected generation	87.3% of expected generation
4-year cumulative total	**Sum of the four years above (3.94 × Year-1 expected generation)**	**Sum of the four years above (3.546 × Year-1 expected generation)**

Table 11.1: 4-year Cumulative Generation Calculation

The small year-on-year step-down reflects **-1% natural annual panel degradation** standard across the solar industry already built into your guarantee, so the number you see is what you're truly covered for. Your system is reviewed against this guarantee at the end of Year 4, using your **cumulative 4-year performance**.

If, over the 4 years, your system generates less than the guaranteed amount, we pay you for the gap:

Payout = (Effective Guaranteed kWh − Actual kWh) × Rate

Where days have been set aside (see Section 10), your Effective Guaranteed kWh is your 4-year guaranteed figure scaled to the days that qualified:

Effective Guaranteed kWh = Guaranteed kWh × (qualifying days ÷ total days over the 4 years)

"Total days over the 4 years" is 1,460 (365 × 4). "Qualifying days" is 1,460 minus any set-aside days.
If no days are set aside, Effective Guaranteed kWh equals your full Guaranteed kWh.

Your rate depends on your system type and your system's expected monthly generation:

Your system	Expected generation	Rate per kWh shortfall
Solar ATAP	1,500 kWh/month or more	**RM 0.3703**
Solar ATAP	Below 1,500 kWh/month	**RM 0.2703**
Solar ATAP + Battery*	1,500 kWh/month or more	**RM 0.5443**
Solar ATAP + Battery*	Below 1,500 kWh/month	**RM 0.4443**

Table 11.2: Payout Reference Table

**Battery performance is not guaranteed under Performance Guarantee but the Battery SKU must fall under Verdant's Approved SKU List to be eligible for Solar ATAP + Battery payout.*

Example:

Your system is covered under "**Solar ATAP + Battery**" and is expected to generate **1,000kWh/month**.

Year	Target Generation (kWh)	90% Guarantee Threshold (kWh)	Actual Generation (kWh)
Year 1	12,000	10,800	**9,000**
Year 2	11,880	10,692	**10,000**
Year 3	11,760	10,584	**12,000**
Year 4	11,640	10,476	**9,500**
4-year cumulative	**47,280**	**42,552**	**40,500**

Table 11.3: Example Payout

In this scenario, actual generation over 4 years (**40,500 kWh**) falls **2,052 kWh** short of the **42,552 kWh** guaranteed. The rate that is being paid out follows the Payout Reference Table above (Table 11.2).

Therefore, assuming there are 0 days set aside:

Payout = (Guaranteed kWh − Actual kWh) × Rate
Payout = (42,552 kWh - 40,500 kWh) × RM 0.4443
= RM 911.70

Example with set-aside days:

Suppose the same system had **60 days** set aside over the 4 years (for example, an extended repair) and actual generation over the 4 years was **40,500 kWh**:

Qualifying days = 1,460 − 60 = 1,400
Effective Guaranteed kWh = 42,552 × (1,400 ÷ 1,460) = 40,803 kWh

Payout = (Effective Guaranteed kWh − Actual kWh) × Rate
Payout = (40,803 kWh - 40,500 kWh) × RM 0.4443
= RM 134.62

- Your system's **expected monthly generation** and the **rate per kWh shortfall** that applies to you are stated clearly on your personal PG sheet — it's fixed for the full 4 years.
- The payout is evaluated at the end of the 4 years. Once confirmed, we send you the full breakdown and pay the amount into your bank account **within 2 months**.
- Days that were set aside (offline periods, repairs, events beyond anyone's control, and days lost to client-caused downtime — see Section 10) are removed from the calculation, lowering your guaranteed target in proportion via the **Effective Guaranteed kWh** formula above. This keeps the comparison fair to both sides.

12. Your guarantee is personal to your system

- The guarantee is **not transferable.** If you sell your house or move the system to a new home, the guarantee ends.
- **Adding panels later** doesn't change your guarantee — it stays based on your original system (and more panels should only improve your performance).
- **Full payment required.** Your guarantee is valid once your project is fully paid. If 100% is not settled within **30 days of your final invoice**, the guarantee is voided.
- **Maintenance is required.** If you refuse the 2-yearly maintenance, the guarantee is voided. If you're simply unavailable, we allow a **3-month grace period** from when we reach out before this applies.

13. Legal

13.1 Governing law. These terms are governed by the laws of Malaysia, and any dispute falls under the jurisdiction of the Malaysian courts.

13.2 Resolving disputes. If a concern arises, we'll first work with you directly to resolve it, reviewing the system data together. If it can't be resolved that way, either party may pursue the appropriate legal channels in Malaysia.

13.3 Limitation of liability. The Performance Guarantee payout (the kWh shortfall × the applicable rate) is your sole and exclusive remedy for any underperformance of the system. Verdant is not liable for indirect or consequential losses (such as higher electricity bills, lost income, financing or ROI delays, or inconvenience) arising from underperformance. This does not limit liability for death or personal injury caused by our negligence, for fraud, or for physical property damage covered under the applicable warranty or insurance.

13.4 Entire agreement. These Terms & Conditions, together with your signed proposal / acceptance document, form the entire agreement on the Performance Guarantee and replace any earlier verbal or written statements.

13.5 Severability. If any part of these terms is found to be unenforceable, the rest remains in full effect.

13.6 Right to amend. Verdant may amend these Terms & Conditions from time to time. Any change applies going forward; your guarantee is governed by the version referenced in the proposal / acceptance document you signed.

13.7 Data & privacy. The Performance Guarantee relies on ongoing monitoring of your system. By accepting these terms, you consent to Verdant collecting and processing your system's generation and performance data to operate the guarantee and our services, in line with Malaysia's Personal Data Protection Act (PDPA).

13.8 Notices. We'll send official notices (reports, offline or fault alerts, and maintenance scheduling) through the Verdant Home app, email, or your contact number on file. Please keep your contact details up to date.

14. Agreeing to these terms

You accept these Terms & Conditions when you sign your **proposal / acceptance document**. Please read this document in full first — by signing, you confirm you've read, understood, and agreed to the terms set out here.