



nSolarCARE

Worry-Free Solar — Service Description

Care • Care Plus • Care Total

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1. Introduction

1.1 About this document

This document describes **nSolarCARE**, nLightPower's service programme for solar and battery systems in Curaçao. It sets out the plans, service levels, pricing, eligibility and main terms. It replaces the nSolarCARE Program description version 1.1 (August 2024).

1.2 What a factory warranty does not cover

Every panel, inverter and battery we install comes with a factory warranty. That warranty covers the defective **part** — but in practice, a fault still costs the owner time, money and lost solar production:

- **Diagnosis** — someone has to find out what is wrong and prove it to the manufacturer.
- **Removal and reinstallation** — labour is not paid for by the factory.
- **Shipping** — defective units often go abroad, and replacement parts from China can take up to 8 weeks to reach Curaçao.
- **Downtime** — while a replacement is on its way, you pay full price for grid power.
- **Lost warranty** — a missed registration or a lack of maintenance can void the warranty.

1.3 What is at stake

A typical 10 kWp system in Curaçao produces about **39.3 kWh per day** and **14,328 kWh per year**.

Example: one inverter failure without nSolarCARE

Replacement parts from China can take up to 8 weeks to reach Curaçao. If the inverter fails, the system loses about **2,198 kWh** of production in that time — around **XCG 1,319** of electricity you then buy from Aquallectra. Diagnosis, labour and shipping come on top. Care Plus includes a free diagnostic visit within 3 business days; Care Total covers the repair and installs a loaner inverter within 2 business days, so your system keeps running.

1.4 What nSolarCARE gives you

- **Lower Aquallectra bills** — Bill Saver manages your inverter and battery settings so that more of your own solar power is used and less grid power is bought.
- **Problems solved before you notice** — alerts are handled by our service desk, often fixed remotely, and explained to you in plain language.
- **More solar power, every year** — weekly comparison with nearby systems catches lost output that no standard alert reports.
- **No long outages** — a free diagnostic visit with Care Plus; with Care Total, warranty repairs are covered and a loaner inverter keeps you running while parts are on their way.
- **Protection beyond the factory warranty** — Care Total extends inverter cover up to year 10 and, for systems supplied by nLightPower, guarantees your annual yield.
- **Ready for power cuts and storms** — a message with your backup time when the grid fails, and batteries charged to full before a storm.
- **Try it free** — existing clients get their first 2 months free; new installations get the first month of Care Plus free.

2. Service Overview

2.1 The three plans

nSolarCARE Care

The essentials. Smart Monitoring with alert handling and plain-language messages, weekly underperformance checks against nearby systems, Bill Saver settings optimised at the start, a monthly report and full warranty management. Ideal for owners who want peace of mind at the lowest cost.

nSolarCARE Care Plus

Our recommended plan. Everything in Care, plus **quarterly Bill Saver tuning**, Aqualectra bill checks, unusual-consumption alerts, a yearly on-site battery health check, the power-cut assistant and storm mode, managed firmware updates, a full annual inspection and a **free diagnostic visit within 3 business days**.

nSolarCARE Care Total

Complete worry-free ownership. Everything in Care Plus, plus **monthly Bill Saver tuning** and bill checks, twice-yearly inspection and battery health check, **warranty repairs covered** (labour and shipping), a **loaner inverter** during repairs, post-storm inspection, **extended inverter cover up to year 10** and an **annual yield guarantee** for systems supplied by nLightPower. Priority support.

2.2 Plan comparison

Service element	Care	Care Plus	Care Total
Smart Monitoring			
Alert handling and plain-language messages	✓	✓	✓
Underperformance detection and island benchmarking	✓	✓	✓
Settings protection (daily check)	✓	✓	✓
Managed firmware updates	Safety-critical only	✓	✓
Monthly performance report	✓	✓	✓
Bill Saver			
Inverter and battery settings management	At start and at inspection	Quarterly	Monthly
Load-shifting advice	—	✓	✓
Aqualectra bill check	—	Quarterly	Monthly
Unusual consumption alerts	—	✓	✓
Expansion advice	—	✓	✓
Power cuts and storms			
Power-cut assistant	—	✓	✓
Storm mode (batteries charged before a storm)	—	✓	✓
Post-storm on-site inspection	—	—	✓

Service element	Care	Care Plus	Care Total
Maintenance			
System inspection	1× per year, visual	1× per year, full + thermal	2× per year, full + thermal
Battery health check (on site)	On request (chargeable)	1× per year	2× per year
Panel cleaning booked on request with our partner cleaner (paid to the cleaner)	✓	✓	✓
Warranty and repairs			
Warranty registration and vendor liaison	✓	✓	✓
On-site response time	7 business days	3 business days	Next business day
Diagnostic visit	Chargeable	Free	Free
Repair labour and shipping on warranty claims	Chargeable	Chargeable (10% discount)	Included
Loaner inverter during repair	—	—	✓
Extended inverter cover up to year 10	—	—	✓
Annual yield guarantee (nLightPower systems)	—	—	✓
Benefits			
Priority support line	—	—	✓
Member discount on expansions and extra repairs	5%	10%	10%
Plan transferable on sale of the property	✓	✓	✓
Monthly fee (systems up to 10 kWp)	XCG 29	XCG 69	XCG 129

3. Service Elements

The service elements are grouped into six areas. The plan(s) in which an element is included are shown under each heading.

3.1 Smart Monitoring

DeyeCloud can send an owner an alert, but an alert alone is a fault code and a worry. nSolarCARE turns every alert into a solved problem, and also finds the problems that DeyeCloud does not alert on.

3.1.1 Alert handling and plain-language messages

Included in: Care, Care Plus, Care Total

- Alarms from your inverter reach the nLightPower service desk first.
- We diagnose the alarm remotely and solve it remotely where possible — most alarms are caused by settings, grid disturbances or communication loss.
- You receive a short message by WhatsApp or e-mail, in Dutch, English or Spanish, explaining what happened and what we did — never just a fault code.
- If a visit is needed, the message includes the planned date.

Example message

“Your system switched off at 14:20 after a short dip in the Aquallectra grid. We restarted it remotely and it is running normally again. No action needed from you.”

3.1.2 Underperformance detection and island benchmarking

Included in: Care, Care Plus, Care Total

DeyeCloud reports faults, not a system that quietly produces less than it should. Every week we compare your production with:

- the **expected yield** for a healthy system of your size in Curaçao; and
- the production of **other nLightPower systems in your area on the same day**.

If every system nearby is down, it was a cloudy day. If only yours is down, something is wrong. This reveals soiling, a weak string, new shading, a failing panel or a loose connection weeks or months before it would otherwise be noticed. No single installer or owner with one system can make this comparison.

3.1.3 Settings protection

Included in: Care, Care Plus, Care Total

Resets, firmware updates, service work or changes made through the Deye app can alter inverter settings without the owner noticing, and a full shutdown can reset the inverter's clock and shift battery schedules. We check your settings daily and after every grid outage, restore them remotely where possible, and schedule a visit if a setting can only be corrected on site — including the voltage and derating settings Deye inverters need on Curaçao's 127/220 V grid.

3.1.4 Managed firmware updates

Care Plus, Care Total • Care: safety-critical updates only

Deye regularly releases firmware that fixes faults, improves battery compatibility and updates grid-protection functions. Updating blindly can also change settings or introduce new problems. We therefore manage updates for you:

- We follow Deye's releases and first test each new version on an nLightPower reference system.
- Before updating, we save your settings; after updating, we check and restore them.
- Updates are installed remotely in batches, outside peak solar hours, and only when they benefit your system.

3.1.5 Monthly performance report

Included in: Care, Care Plus, Care Total

Each month you receive a one-page report by e-mail with:

- Solar production compared with expected yield and with nearby systems.
- Electricity bought from the grid, and the trend compared with previous months.
- Solar energy that was lost because the battery was full and the system could not export, with advice on which loads to move to those hours.
- Estimated savings in XCG, battery charge and discharge as measured by the inverter, and system health status (green, amber or red).
- Alarms, actions taken and open points.

3.2 Bill Saver — Lower Aqualectra Bills

Most nLightPower clients do not sell electricity back to the grid. For these zero-export systems, every kWh of solar that is not used in the home is lost, and every kWh taken from the grid is paid in full. The settings of the inverter and battery therefore decide how much a client saves. Bill Saver manages those settings for you.

3.2.1 Settings management

Care: optimised at enrolment and at each inspection · Care Plus: reviewed every quarter · Care Total: reviewed every month

Based on your own production and consumption data, we set and keep tuning:

- **Zero-export control** — so that the inverter limits export without throttling more solar than necessary.
- **Battery charging** — from solar surplus only, never from paid grid power, except to keep the backup reserve you choose.
- **Battery discharge timing** — to cover your evening and night use, when grid power would otherwise be bought.
- **Backup reserve** — the battery level kept for power cuts, balanced between savings and security.
- **Seasonal adjustments** — to follow changes in sunshine and in your consumption through the year.

Every change is recorded and reported, and can be reversed at your request.

3.2.2 Load-shifting advice

Included in: Care Plus, Care Total

The monthly report shows when solar energy is going to waste. We advise which loads to move into those hours — such as a pool pump, water heater, washing machine, pre-cooling with air conditioning, or EV charging — and can set up timers or smart switches to do it automatically (equipment at cost).

3.2.3 Aqualectra bill check

Care Plus: every quarter · Care Total: every month

You send us your Aqualectra bill — a photo is enough. We compare the billed consumption with the grid import measured by your system and flag:

- Billing or meter errors and estimated readings that do not match actual use.
- Consumption that cannot be explained by your normal pattern.

3.2.4 Unusual consumption alerts

Included in: Care Plus, Care Total

If your base load — the power used at night and when nobody is home — rises suddenly, we let you know. A faulty water heater element, a failing refrigerator, a pump that does not switch off or an air conditioner left running can cost more each month than the service itself.

3.2.5 Expansion advice

Included in: Care Plus, Care Total

Once a year we tell you, based on your measured data, whether adding panels or battery capacity would pay off, with a no-obligation calculation.

3.3 Power Cuts and Storms

3.3.1 Power-cut assistant

Included in: Care Plus, Care Total

When the grid goes down, you receive a message that your system is running on battery, with the estimated backup time at your current consumption and tips to extend it. You receive a second message when grid power is back and the system has returned to normal operation.

3.3.2 Storm mode

Included in: Care Plus, Care Total

When a tropical storm or hurricane warning is issued for Curaçao, we remotely charge your batteries to full and switch the system to backup priority, so you are ready for a possible power cut. After the warning ends, we return the system to its normal Bill Saver settings and check that it operates correctly.

3.3.3 Post-storm inspection

Included in: Care Total

After a storm, we check all Care Total systems remotely within one business day and carry out an on-site inspection of mounting and cabling where needed, at no extra cost.

3.4 Maintenance

3.4.1 System inspections

Care: 1× per year visual · Care Plus: 1× per year full · Care Total: 2× per year full

A **visual inspection** checks panels, mounting, cabling, inverter and batteries for visible damage, corrosion and changes. A **full inspection** adds the on-site battery health check (section 3.4.2), electrical measurements, a

thermal-imaging scan of panels and connections to detect hot spots, a check of protection devices and torque on critical connections, and a firmware and settings review. Every inspection is documented in a report (checklist in Appendix B).

3.4.2 Battery health check (on site)

Care Plus: once a year · Care Total: every 6 months · Care: on request (chargeable)

Your battery is one of the most expensive parts of your system. The batteries we install do not report their internal health data online, so their condition can only be assessed reliably on site. During the battery health check, combined with the scheduled inspection, the technician:

- **Reads out the battery management system (BMS)** — state of health, number of charge cycles, energy throughput and the alarm history.
- **Measures the cell voltages** — a growing difference between cells is the earliest sign of a weak cell.
- **Checks temperature and ventilation** — heat is the main cause of early battery ageing in Curaçao.
- **Inspects the enclosure, terminals and cables** — swelling, corrosion, loose connections and cable damage, with a torque check on the terminals.
- **Checks communication** between the battery and the inverter, so that charging and discharging are controlled correctly.
- **Carries out a capacity check** when the readings indicate that capacity has dropped.

The results are recorded in a **battery health report**, compared with the previous check and with normal ageing. We advise on settings that extend battery life and — if the battery ages faster than its warranty allows — prepare the warranty claim before the warranty runs out. Between checks, the inverter data shows how the battery is charged and discharged, so unusual behaviour still triggers a visit.

3.4.3 Panel cleaning on request

Included in: Care, Care Plus, Care Total (scheduling only)

Dust, sand and salt spray reduce panel output in Curaçao. Panel cleaning is **not included in the plans**.

nLightPower works with a partner cleaner and books the cleaning for you:

- You ask for a cleaning through customer care, or we suggest one when monitoring shows that soiling is costing output.
- We schedule the cleaning with our partner cleaner, where possible on the same day as a planned inspection.
- The cleaner's full price applies to all members; no member discount is given on cleaning. The client pays the cleaner.
- **The water is provided by the client:** a working tap and enough water pressure near the roof access must be available on the day of cleaning.

3.5 Warranty and Repairs

3.5.1 Warranty registration and management

Included in: Care, Care Plus, Care Total

- Registration of panels, inverter and batteries with the manufacturers.
- Safekeeping of serial numbers, invoices, commissioning records and inspection reports needed for any claim.

- Tracking of warranty periods and manufacturer conditions, so that nothing is done that could void the warranty.
- nLightPower acts as your single point of contact with the manufacturer for all warranty claims and technical support.

3.5.2 Diagnostic visits, repairs and warranty claims

Care: 7 business days, chargeable · Care Plus: 3 business days, diagnostic visit free · Care Total: next business day, warranty repairs covered

When a fault cannot be solved remotely, a technician visits to diagnose it. In all plans nLightPower prepares the warranty claim and handles all contact with the manufacturer.

- **Care** — on-site visit within 7 business days. The diagnostic visit, repair labour and shipping are charged at standard rates, less the 5% member discount.
- **Care Plus** — on-site visit within 3 business days. The **diagnostic visit is free**; repair labour and shipping are charged at standard rates, less the 10% member discount.
- **Care Total** — on-site visit the next business day. For components covered by the factory warranty, the **diagnostic visit, removal, reinstallation and shipping both ways are included**, as well as customs handling in Curaçao.

Parts that are not covered by a warranty are always charged, less the member discount.

3.5.3 Loaner inverter

Included in: Care Total

Replacement inverters and parts from China can take up to 8 weeks to arrive. If an inverter fault is confirmed and the repair or replacement is expected to take more than five business days, nLightPower installs a compatible loaner inverter within two business days, so that your system keeps producing. The loaner is removed when your own inverter is back in service.

3.5.4 Extended inverter cover

Included in: Care Total

When the inverter's factory warranty ends, nLightPower continues to cover repair or replacement of the inverter — parts, labour and shipping — **until 10 years after commissioning**, provided that the system has been in Care Total without interruption for at least 24 months before the factory warranty ends and the fault is not caused by an exclusion (section 7.5).

3.5.5 Annual yield guarantee

Included in: Care Total, for systems supplied and installed by nLightPower

nLightPower guarantees that your system will produce at least **90% of its expected annual yield**, allowing for normal panel ageing. If production falls short because of a fault in the system, we compensate the shortfall at **XCG 0.60 per kWh**, up to a maximum of one year's Care Total fee. Lower production caused by weather is not compensated. The calculation method is set out in Appendix A.

3.6 Member Benefits

Care: 5% · Care Plus and Care Total: 10%

- Discount on system expansions (extra panels, batteries, EV chargers) and on repairs outside the plan's scope.

- Priority scheduling for new installations and expansions.
- The plan and its full service history transfer to the new owner if you sell the property.

4. Service Levels

Service level	Care	Care Plus	Care Total
Response to a monitoring alarm	3 business days	1 business day	Same business day
On-site visit after confirmed fault	7 business days (chargeable)	3 business days (diagnosis free, repair chargeable)	Next business day
Loaner inverter installed	—	—	Within 2 business days
Power-cut message	—	Automatic, on grid failure	Automatic, on grid failure
Storm mode activated	—	When a storm warning is issued	When a storm warning is issued
Remote check after a storm	—	Within 2 business days	Within 1 business day
Bill Saver settings review	At start and at inspection	Every quarter	Every month
Battery health check (on site)	On request	Every year	Every 6 months
Support channel	WhatsApp, e-mail and phone	WhatsApp, e-mail and phone	Priority phone line and WhatsApp

Business days are Monday to Friday, excluding public holidays in Curaçao. Service hours are 08:00–17:00. Response times start when the alarm is received or the fault is reported to nLightPower customer care (support@nlightpower.com or www.nlightpower.com/helpdesk/customer-care-1).

5. Pricing and Payment

5.1 Plan prices

Prices apply to systems up to 10 kWp with one inverter and up to two batteries.

Plan	Monthly	Annual (one month free)	Each additional kWp, per month
Care	XCG 29	XCG 319	XCG 1
Care Plus	XCG 69	XCG 759	XCG 3
Care Total	XCG 129	XCG 1,419	XCG 5

Systems larger than 30 kWp, systems with more than one inverter and commercial installations receive a quotation tailored to the installation.

5.2 Introductory offer — free months

Client	Free period	Plan during free period
Existing nLightPower client enrolling	First 2 months free	Any plan, on a 12-month agreement
New nLightPower installation	First month free	Care Plus (or Care Total at the Care Plus price difference)

- During the free period the client receives the full service of the plan, including monitoring, monthly reports and, with Care Plus, the free diagnostic visit.
- One week before the free period ends, nLightPower sends the client a summary of what the service delivered and a reminder of the plan and price that will apply.
- The plan then continues as a paid plan for the rest of the 12-month term. The client may switch to another plan, or cancel without charge, before the free period ends.
- The free period applies once per system and is not exchangeable for cash or discount.

5.3 Intake inspection, battery checks and panel cleaning

Service	Standard	Care	Care Plus	Care Total
Intake inspection, systems up to 10 kWp	XCG 550	XCG 550	XCG 550, 50% credited	XCG 550, 50% credited
Intake inspection, each additional kWp	XCG 15	XCG 15	XCG 15	XCG 15
Battery health check (on site)	XCG 145	XCG 145	Included 1× per year	Included 2× per year
Panel cleaning	Partner cleaner's price	Partner cleaner's price	Partner cleaner's price	Partner cleaner's price

Panel cleaning is scheduled by nLightPower on request and carried out by our partner cleaner at the cleaner's full price, paid by the client. The member discount does not apply to cleaning.

An extra battery health check outside the scheduled visits costs XCG 145, less the member discount. It is free when nLightPower requests the visit because the inverter data shows unusual battery behaviour.

The intake inspection is required for systems not installed by nLightPower. It includes a full inspection with thermal imaging, a check of all settings, connection to nLightPower monitoring and a written report. When the client enrolls in Care Plus or Care Total for 12 months, 50% of the intake fee is credited against the plan fee.

5.4 Payment

- Monthly plans are paid by direct debit at the start of each month.
- Annual plans are invoiced in advance and receive one month free.
- Prices are in Caribbean guilders (XCG) and may be reviewed once a year, with at least 30 days' written notice before the renewal date.

6. Enrolment and Eligibility

6.1 Who can enrol

- **Systems installed by nLightPower** can enrol in any plan at any time.
- **Systems installed by others** can enrol after a paid intake inspection (section 5.3). Any defects found must be corrected before the plan starts. The annual yield guarantee is not available for these systems.
- **Sacolar off-grid systems** supplied by nLightPower in 2023 are eligible for Care. They become eligible for Care Plus and Care Total once exchanged for a Deye hybrid inverter under the nLightPower Inverter Exchange Programme.

6.2 Technical requirements

- A Deye inverter (or other inverter approved by nLightPower) connected to DeyeCloud monitoring.
- A grid meter or current sensor (CT) connected to the inverter, so that grid import is measured. nLightPower can install one where it is missing (at cost).
- A stable internet connection (Wi-Fi or LAN) at the premises, provided and maintained by the client.
- Safe access to the roof, inverter and batteries for inspections and repairs.

6.3 How to enrol

Complete the enrolment form in Appendix C, or contact nLightPower customer service. The plan starts on the first day of the month after we have received the signed form and confirmed that the system is connected to monitoring. Any free months under the introductory offer (section 5.2) start on that date.

7. Main Terms and Conditions

This section summarises the main terms. The full terms are set out in the nSolarCARE service agreement.

7.1 Term and renewal

Each plan runs for 12 months and renews automatically for a further 12 months, unless cancelled in writing at least 30 days before the renewal date.

7.2 Upgrades and downgrades

Clients may upgrade at any time; the higher price applies from the next billing date. Downgrades take effect on the renewal date. Extended inverter cover requires uninterrupted Care Total enrolment (see section 3.5.4).

7.3 Client responsibilities

- Keep the monitoring connection online and inform nLightPower of changes to the internet connection or Wi-Fi password.
- Do not modify, move or open the system, or let others do so, without nLightPower's approval.
- Report damage, alarms or unusual behaviour promptly.
- Provide safe access for scheduled visits, and water at the premises for panel cleaning.

7.4 Remote access and data

By enrolling, the client authorises nLightPower to view the system's data and to change inverter and battery settings remotely in order to deliver the service, including Bill Saver and storm mode. All changes are logged and can be reversed at the client's request. System data is used only to deliver the service and, in anonymised form, to compare systems with each other; it is never sold or shared with third parties.

7.5 Exclusions

nSolarCARE does not cover damage or loss caused by:

- Lightning, fire, flood, wind damage beyond the design rating of the mounting system, earthquakes or other natural disasters.
- Theft, vandalism, animals, accidents or damage by the client or third parties.
- Modifications, repairs or relocation not carried out or approved by nLightPower.
- Roof defects or leaks not caused by nLightPower's installation work.
- Faults or outages on the public grid, or limits imposed by the grid operator.
- Normal wear of consumables and cosmetic changes that do not affect performance.

We recommend that clients include their solar system in their home or business insurance policy for these risks.

7.6 Nature of the service

nSolarCARE is a service and maintenance agreement. It is not an insurance policy. nLightPower's liability is limited as set out in the service agreement.

8. Contact

	nLightPower Customer Service
Address	Industry Park Brievengat BIV-10, Willemstad, Curaçao
Phone	+599 9 565 4448
E-mail	support@nlightpower.com
Customer care helpdesk	www.nlightpower.com/helpdesk/customer-care-1
Website	www.nlightpower.com

Appendix A — Yield Guarantee Calculation

A.1 Expected and guaranteed yield

The expected annual yield of your system is calculated by nLightPower from its installed capacity (kWp) and local conditions in Curaçao, and is stated in your service agreement. The guarantee applies:

- Guarantee level: **90%** of expected yield
- Allowance for panel ageing: **0.5% per year** from year 2

Guaranteed yield (kWh) = expected annual yield × 90% × (1 – 0.5% × (year – 1))

A.2 Example: 10 kWp system

Contract year	Expected yield (kWh)	Ageing factor	Guaranteed yield (kWh)
Year 1	14,328	1.000	12,895
Year 5	14,328	0.980	12,637
Year 10	14,328	0.955	12,315

A.3 Measurement and compensation

- Production is measured by the inverter and recorded in DeyeCloud over each contract year.
- Periods without monitoring data caused by the client's internet connection are excluded, and the guaranteed yield is reduced pro rata.
- Periods affected by an exclusion (section 7.5), grid outages, grid-operator limits or a declared storm warning are excluded in the same way.
- If actual production is below the guaranteed yield because of a fault in the system, the shortfall is compensated at **XCG 0.60 per kWh**. This rate is reviewed once a year in line with Aqualectra's residential tariff.
- The guarantee applies only to systems supplied and installed by nLightPower.
- Compensation is settled as a credit against the next year's fee, or paid out if the plan ends, up to a maximum of one year's Care Total fee.

Worked example

A 10 kWp system produces 12,000 kWh in contract year 1 because of an undetected string fault. The guaranteed yield is 12,895 kWh, so the shortfall is 895 kWh. The client receives 895 kWh × XCG 0.60 = **XCG 537** as a credit, up to the annual Care Total fee.

Appendix B — Inspection Checklist

Area	Check	Visual	Full
Panels	Cracks, discolouration, delamination, soiling	✓	✓
Panels	Thermal-imaging scan for hot spots	—	✓
Mounting	Corrosion, loose fixings, roof penetrations	✓	✓
Mounting	Torque check on clamps and rails (sample)	—	✓
DC cabling	Cable condition, UV damage, connectors	✓	✓
DC cabling	String voltage and insulation resistance	—	✓
Inverter	Fault log, ventilation, cleanliness	✓	✓
Inverter	Firmware, settings, thermal scan of terminals	—	✓
Batteries	Enclosure, swelling, corrosion, ventilation, temperature	✓	✓
Batteries	BMS readout: state of health, cycles, throughput, alarm log	—	✓
Batteries	Cell voltages and balance	—	✓
Batteries	Terminal torque, cables, communication with inverter	—	✓
Batteries	Capacity check (when readings indicate capacity loss)	—	✓
Protection	Breakers, fuses, surge protection, earthing	✓	✓
Monitoring	DeyeCloud connection and data completeness	✓	✓
Labels	Warning labels and single-line diagram present	✓	✓

Appendix C — Enrolment Form

Please complete and send to support@nlightpower.com, submit via our customer care helpdesk (www.nlightpower.com/helpdesk/customer-care-1), or hand in at our office.

Field	Details
Client name	
Address of installation	
Phone / WhatsApp	
E-mail	
Preferred language	☐ Nederlands ☐ English ☐ Español
System installed by	☐ nLightPower ☐ Other: _____
Installed capacity (kWp)	
Inverter make, model and serial no.	
Batteries: make, model and quantity	
Panels: make, model and quantity	
Commissioning date	
DeyeCloud station name	
Aqualectra customer number	
Battery backup reserve	☐ Low (max. savings) ☐ Medium ☐ High (max. backup)
Plan	☐ Care ☐ Care Plus ☐ Care Total
Payment	☐ Monthly direct debit ☐ Annual invoice
Introductory offer	☐ 2 months free (existing client) ☐ 1 month free (new installation) ☐ Intake inspection credit
Start date	
Signature and date	

By signing, the client accepts the nSolarCARE service agreement and the terms summarised in section 7.