

## **Solar Health Check and Battery Promotion - Terms and Conditions**

### **1 Promoter**

The promoter is Solar Service Guys Pty Ltd (ABN 76 121 907 579) (**SSG**) of 10 Success Street, Acacia Ridge QLD 4110.

### **2 Promotion period**

The promotion opens on 3 September 2026 and closes on the earlier of (a) 11.59pm AEST on 31 December 2026 or (b) once applicable battery stock is exhausted (**Promotion Period**). SSG will publish a notice on its website if the promotion closes early due to exhaustion of battery stock. Entries received after the closing date will not be considered.

### **3 Eligibility**

Entry is open to individuals that:

- (a) are aged 18 years or older;
- (b) are the owner or authorised occupant of a residential property in the Sydney, Melbourne or Brisbane metropolitan area;
- (c) have an existing solar photovoltaic system installed at that property; and
- (d) purchase a \$499 solar health check and panel clean from SSG during the Promotion Period.

One entry per person and per property. Employees of SSG and their immediate family members are not eligible to enter.

### **4 How to enter**

To enter, a participant must:

- (a) purchase a solar health check and panel clean from SSG during the Promotion Period; and
- (b) complete the online registration form at <https://www.solarserviceguys.com.au/499-health-check-panel-clean-promotion/> with the required details (eg name, phone number, email address, property address and postcode).

Both steps must be completed during the Promotion Period. By submitting an entry, the participant agrees to these terms.

### **5 Selection**

For every five eligible entries, SSG will select one participant to receive the Prize (defined below). The remaining participants will receive the Discount Offer (defined below). SSG may assess entries and make selections on a rolling basis during the Promotion Period or after the Promotion Period closes.

The selected participant will be chosen by SSG based on the suitability of their property for battery installation, taking into account the following criteria:

- (a) whether the property is single-storey;

- (b) roof type and roof access;
- (c) proposed battery location;
- (d) switchboard access;
- (e) original solar system size and compatibility; and
- (f) property address and proximity to SSG service areas.

SSG's assessment and decision is final and no correspondence will be entered into. The selected participant will be notified by email or phone.

If, in SSG's reasonable assessment, no participant within a group of five has a property suitable for battery installation, all participants in that group will receive the Discount Offer instead.

If the total number of eligible entries at the close of the Promotion Period is not a multiple of five, participants in any remaining incomplete group will receive the Discount Offer.

## 6 **Prize**

The selected participant will receive one LG Prime 16 battery system, fully installed at no additional cost to the participant (**Prize**). The Prize is valued at approximately \$4,000 (fully installed).

The Prize is subject to the following conditions:

- (a) the participant's property must be suitable for battery installation, as assessed by SSG during the solar health check;
- (b) SSG must be satisfied that the installation can be completed safely and in compliance with all applicable laws, regulations and standards;
- (c) the participant must provide reasonable access to the property for SSG and its installers to complete the installation;
- (d) the Prize is not transferable and cannot be exchanged for cash or any other benefit; and
- (e) installation will be scheduled at a mutually convenient time, subject to SSG's availability.

## 7 **Discount Offer**

Each eligible participant who is not selected to receive the Prize will be offered a \$2,000 discount on the purchase and installation of an LG Prime 16 battery system from SSG (**Discount Offer**).

The Discount Offer:

- (a) must be redeemed by 31 December 2026;
- (b) is not transferable and cannot be exchanged for cash or any other benefit;
- (c) cannot be used in conjunction with any other offer, promotion or discount; and
- (d) is subject to the participant's property being suitable for battery installation, as assessed by SSG.

## **8 Liability**

To the maximum extent permitted by law, SSG's liability in connection with the promotion, the solar health check, the Prize and the Discount Offer is limited to the value of the applicable benefit. SSG is not liable for any indirect or consequential loss. Nothing in these terms excludes, restricts or modifies any consumer guarantee or other right under the Australian Consumer Law that cannot be excluded, restricted or modified by agreement.

## **9 Privacy**

Personal information collected through the registration form and the solar health check will be used by SSG to administer this promotion, assess installation suitability and to contact participants about SSG's other products and services (unless the participant opts out). SSG may share personal information with other entities within its corporate group for purposes related to the promotion. Personal information will be handled in accordance with the Privacy Act 1988 (Cth) and SSG's [privacy policy](#). Entrants may contact SSG at the address above to access or correct their personal information.

## **10 General**

SSG reserves the right to amend, suspend or cancel the promotion at any time if circumstances beyond its control make it necessary to do so. The solar health check fee is non-refundable, regardless of whether the promotion is amended, suspended or cancelled. These terms are governed by the laws of Queensland.