SOLSTRÅLE - IKEA Home Solar Fact Sheet

About this document: This fact sheet will support the national launch of the IKEA Australia Home Solar offer.

A climate positive IKEA:

- Our goal is to be climate positive by 2030. Our operations are just one part we work with - we also want to inspire and enable our customers to live healthier and more sustainable lives at home.
- For 10 years IKEA has been generating solar power on many of our properties around the world. Today we have close to one million panels on our own roofs. We have chosen to install in places with suitable conditions, on both existing and new buildings. Through this, we have learnt how good solar power is for the environment - and the wallet.
- In Australia we have close to 20,000 solar panels on our stores and units.
- Among our use of solar, here are some other initiatives we are taking towards becoming climate positive in our operations:
  - Design all IKEA products based on new circular principles, with the goal of using only renewable and recycled materials.
  - Offer services that make it easier for people to take home, care for and give the products a continued life.
  - Remove all disposable plastic items from the IKEA range globally and from customer and co-worker restaurants in the stores.
  - Increase the proportion of plant-based alternatives within IKEA Food.
  - Become climate positive and reduce the overall climate footprint by an average of 70% per product.
  - All home deliveries with zero emissions by 2025.
  - IKEA Australia Furniture Buy-Back service
  - Expand the IKEA offer with affordable solar PV installations in 30 IKEA markets by 2025.

IKEA and Home Solar:

- Launching the home solar offer is an important part of the complete IKEA People and Planet Positive strategy. Apart from working on reducing our own carbon footprint, we wish to make it easier for the many people to live a more sustainable life at home. To address climate change and develop a truly circular economy, we must accelerate the transition to affordable renewable energy by involving the many people.
- IKEA is able to offer products and services that are accessible to the many people, as experts in life at home with a clear commitment to investing in renewable energy.

Our business partner – Solargain:

- IKEA has appointed Solargain to make an exclusive home solar offering available to its customers.
- Solargain is a company with a high level of expertise and a long and broad experience in the Australian solar market.
• Product sales, installation and customer service will be managed by Solargain.
• We have worked with renewable energy experts to change the development of the energy industry. IKEA is an expert in retail, customer experience and customer care, while Solargain are the experts in solar sales and installation.
• As a customer, you will have the opportunity to purchase a complete system from Solargain and they will be responsible for installation and customer service.

Australia Home Solar - SOLSTRÅLE:

• IKEA Australia will join 7 markets including Switzerland, the Netherlands, Poland, Belgium, Italy, Sweden and Germany that offer a complete home solar system, with the goal to have the home solar offering available in all 30 Ingka markets by 2025.
• The Australian launch will occur in waves, and the aim is that during 2020 SOLSTRÅLE will be available for IKEA customers located within 100km of an IKEA store in all states and territories where IKEA is present.
• At IKEA we have sought to lower barriers and simplify the purchase of renewable energy solutions for the home by collaborating with Solargain for an exclusive home solar offering.
• Everyone who owns a roof and consumes energy is a potential SOLSTRÅLE customer. By choosing an IKEA approved renewable energy solution, consumers will be able to live a more sustainable life at home.
• In order to keep the price as low as possible, at this stage the offer will not be available to customers who live long distances from our IKEA stores. In the long term, we would like to find opportunities to deliver to more regions. We encourage customers who live outside our current coverage areas to express their interest through our website.

The Offer and Buying Process:

• In 2020, SOLSTRÅLE will be available in all Australian metro areas (excluding TAS and NT). The Australian launch will occur in waves and will be available for customers within 100 km of an IKEA store in all states and territories where IKEA is present.
• The offer will be made available to IKEA customers in phases to ensure sufficient installation resources and a positive customer experience.
• IKEA does not manufacture any of the included components and will not directly sell or install the offer. While customers may register their interest in the offering through the IKEA website, the sale and purchase of all hardware (panels, inverters and mounting systems) as well as installation will be managed by Solargain. No physical products will be for sale at an IKEA store or from IKEA.
• SOLSTRÅLE is a complete, turnkey solar system that is inclusive of all components, services and guarantees. This will include a custom design for your roof, full installation, solar panels, inverters and mounting systems. There are options to add
energy storage solutions, battery, micro inverters or smart meters to your purchase, however, this is not included in the base offer. We have three options for add-ons to SOLSTRÅLE base offer:

**Smart meter:** Adding a smart meter to your system allows consumption monitoring via online app. This can help you maximise your grid independence and provide an energy profile, which can help you make decisions on future add-ons such as battery. This option includes a different inverter compared to SOLSTRÅLE base offer.

**Micro inverter:** Micro inverters provide design flexibility to your system. They are for instance useful if you have shaded areas limiting your roof space.

**Battery:** Adding a storage solution (battery) to your system improves your self sufficiency - you will be able to utilize more of the energy that you produce. This solution includes a different inverter compared to SOLSTRÅLE base offer.

- Pricing will depend on your local conditions (such as government incentives and rebates) and the size of system you purchase. You will receive assistance from Solargain in designing a system that suits your electricity consumption, your roof and your budget.
- Customers will be able to visit the IKEA website to get more information about the offer and learn more about how a complete home solar system works. Customers can input their contact details on the IKEA website and will be contacted by a representative from Solargain to receive a personalised quote and all assistance needed to purchase their own Home Solar system.

**System Functionality and Delivery:**

- To find out if the SOLSTRÅLE system is right for you, head to the IKEA website and input your details. Solargain will contact you to determine if and what type of solution would work best for your home.
- As part of your quote you will receive a yield estimate which will break down a daily production and take into account your specific system design. Factors affecting production may include shading, temperature, soiling etc.
- A suggested installation time will be provided in your detailed quotation. The installation process is generally completed in a day.

**Product Guarantees and Warranties:**

- The purchase of a SOLSTRÅLE includes several guarantees and warranties from Solargain and the manufacturer. The product guarantee and warranties on the various components are follows:

  **5-year performance guarantee on the complete system**
  Unique to the SOLSTRÅLE offering, Solargain guarantees that the average generation of a customer’s new solar system will be at least 80 percent of the average estimated generation for a period of 5 years. A yield estimate will be provided to the customer by Solargain prior to or at installation.

  **5-year installation warranty**
  Solargain will be responsible for remedying defects caused by faulty installation by Solargain and any of its subcontractors for 5-years from the date of installation.
will also provide labour at its cost to remedy defects covered by manufacturer's warranties for 5 years from the date of installation.

10-year manufacturer product warranty on solar panels, inverters and mounting systems
Manufacturer product warranty of 10 years from the date of installation will be offered on solar panels, inverters and mounting systems.

25-year manufacturer warranty on solar panel nominal rated power output
A manufacturer warranty of 25 years from the date of installation for 80-percent nominal rated power output and a manufacturer warranty of 10 years from the date of installation for 90-percent nominal rated power output are included.

The guarantee and warranties above are subject to terms and conditions. Further information is available from Solargain. The guarantee and warranties provide rights that are additional to, and do not limit or exclude, any rights and remedies you may have under the Australian Consumer Law.

Further information and customer support:

- For further information and support, customers can reach out to the IKEA or Solargain Customer Service team. Customers who contact IKEA Customer Support will be redirected to Solargain for product support and technical enquiries related to installation.
- Solargain contact details are
  - Email: IKEA.sales@solargain.com.au
  - Phone: 1300 73 93 55