



Installation Terms and Conditions

Last Update

January 2026

Please read this document carefully and save or print a copy for your records.

I. Scope of Installation Services

A. Nature of the Installation Service

Eos Solar Inc (“Eos”) does **not** perform installation services directly.

Any installation services related to battery systems, energy storage equipment, smart panels, gateways, controllers, or related components (collectively, the “Equipment”) are performed **exclusively by independent, third-party licensed electricians or contractors** (“Installer”).

Installation services may include, when applicable:

- On-site evaluation by a licensed electrician;
- Installation of battery systems and related electrical components;
- Replacement of an existing electrical panel or installation of a sub-panel or gateway, subject to site conditions.

Unless explicitly agreed in writing:

- Installation does **not** include solar or photovoltaic (PV) system wiring;
- Installation does **not** include integration with existing solar arrays;
- Installation does **not** include debris removal, wall restoration, painting, or cosmetic repairs.

If solar or PV integration is requested, the Installer may decline the service at its sole discretion.





B. Installation Conditions

Installation is subject to the following conditions:

- The property's electrical system must comply with all applicable local, state, and federal laws, including the National Electrical Code (NEC);
- No unauthorized or unpermitted electrical modifications may exist;
- The site must be deemed safe, accessible, and technically feasible by the Installer.

If the property is unusually large, presents excessive wiring distances, voltage drop risks, or otherwise fails to meet applicable codes, installation may be deemed infeasible.

The Installer retains sole discretion to determine whether installation may proceed based on safety, legality, and practicality.

C. Service Territory

Installation services are available only in selected regions within the United States.

Service availability is determined based on ZIP code eligibility and installer coverage. Availability is **not guaranteed** in all locations.

If installation is unavailable after initial qualification, Eos or the Installer will notify the customer and applicable fees may be refunded according to the relevant refund policy.

D. Relationship to Eos

Eos facilitates access to financing and coordinates the overall solution but **does not control, supervise, or guarantee installation services.**

Any installation benefits or services are conditional upon:

- successful credit approval (when applicable);
- confirmation of installer availability;
- compliance with all installation requirements.





II. Installation Fees and Additional Costs

A. Standard Installation Fee Coverage

If a standard installation fee is quoted or included, it generally covers **labor for basic installation only**, subject to site conditions.

Standard installation typically assumes:

- Installation within close proximity (generally within 2 feet) of the existing electrical panel;
- No structural modifications;
- No electrical system upgrades.

Exact scope is determined by the Installer.

B. Excluded Costs (Not Covered)

The following costs are **not included** and must be paid directly by the customer to the Installer:

- Materials, hardware, wiring, breakers, junction boxes, or accessories;
- Electrical panel upgrades or replacements beyond standard scope;
- Permit fees and inspection fees required by local authorities;
- Engineering services, drawings, or stamped plans;
- Structural work (wall cutting, patching, painting);
- Additional labor for extended wiring distances;
- Travel fees outside standard service areas;
- On-site assessment fees (if applicable).

C. Permits

Permit requirements vary by jurisdiction.

If permit assistance is provided, any permit fee estimates are provisional.

Actual permit costs exceeding any pre-collected amount must be paid directly by the customer to the Installer.





D. Payment of Additional Fees

All additional installation-related fees not explicitly included must be paid **directly to the Installer**, based on actual costs and quotations.

Eos does not collect, control, or refund installation-related payments unless explicitly stated.

III. Service Limitations and Liability

A. Independent Installer Relationship

Installation services constitute a **direct agreement between the customer and the Installer**.

Eos:

- is not a party to the installation agreement;
- assumes no responsibility for pricing, workmanship, timelines, or service quality;
- does not provide warranties for installation work.

B. Refusal of Installation

The Installer may refuse installation after on-site assessment if the property is unsuitable.

In such cases, the customer remains responsible for any on-site assessment or visit fees charged by the Installer.

C. Unauthorized Installation

Eos is not responsible for:

- damage,
- equipment malfunction,
- safety issues

arising from installation performed by unauthorized or unlicensed installers.

Such actions may void warranties or support eligibility.





D. No Refund After Installation Begins

Once installation work has commenced, installation fees are generally **non-refundable**.

If equipment removal is requested after installation:

- removal costs are the customer's responsibility;
- Eos does not cover removal or restoration costs.

E. Cancellation After Site Assessment

If installation is canceled after an on-site assessment but before work begins:

- installation fees may be refunded;
- assessment or visit fees may be deducted (up to USD \$500, depending on location).

IV. Customer Responsibilities

A. Accurate Information

Customers must provide accurate:

- personal information,
- installation address,
- access details.

A responsible adult must be present during the scheduled installation.

Rescheduling must be requested at least one (1) business day in advance.

Late cancellations may result in assessment or visit fees.





B. Site Readiness

The customer is responsible for ensuring:

- the property is accessible;
- electrical infrastructure meets requirements;
- necessary permissions are obtained.

Any delays, failures, or added costs caused by site conditions are the customer's responsibility.

V. Disclaimer and Final Interpretation

A. Service Interruptions

Installation services may be delayed or interrupted due to:

- force majeure,
- regulatory delays,
- installer availability,
- customer-related issues.

Eos is not liable for such interruptions.

B. Limitation of Liability

To the maximum extent permitted by law, Eos shall not be liable for indirect, incidental, or consequential damages related to installation services.

Any liability, if applicable, shall be limited to the amount paid directly to Eos for services under its control.

C. Wall and Property Impact

Drilling, mounting, and minor structural alterations are considered normal and necessary for installation.

Neither Eos nor the Installer is responsible for cosmetic restoration unless expressly agreed.





D. Final Interpretation

Eos reserves the right to interpret and update these Installation Terms at its discretion.

Customers are encouraged to review the most current version prior to proceeding.

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