The ChargeSync Partner Deal, in Plain English

This is the friendly version of our installer partner agreement. It explains what the deal is, how the money works, and the edge cases, without the legal phrasing. It's here to help you decide whether to have the conversation. If anything here differs from the signed agreement, the agreement wins, but we've written this to match it honestly, awkward bits included.

What this is

ChargeSync is an independent optimiser for the battery you've already fitted. In plain terms, it decides every half hour when the battery should charge, hold, or power the home, working against the customer's tariff, their solar and how the household uses power, so the battery fills up when electricity is cheap and cleaner and runs the home when it's dear. It works with any tariff that has more than one price across the day, from a simple cheaper-overnight Economy 7 through to fully half-hourly smart tariffs. No extra kit, no extra site work. The customer pays us a subscription, sees their savings build in real time in the app, and their system keeps proving its value long after you've left site. What you get: a customer whose install keeps performing, fewer "is it working?" calls, and income on every one who signs up. What we get: the subscription, and the job of keeping the home optimised.

The partnership is simple: you introduce your customers to ChargeSync, and we pay you for every one who signs up and sticks.

The deal

£40 for every customer you bring on. A one-off activation fee per customer (plus VAT if you're VAT-registered). You earn it once the customer has paid for six months (six monthly payments, or an annual payment), and it's paid in the next quarterly payment run. Tying it to six paid months means every £40 is covered by money that customer has already paid, which keeps the partnership affordable for us as it grows.

10% of their subscription, for 3 years. The share is 10% of what each customer you introduced actually pays us, after VAT, for three years from activation. On today's £10 a month that's about 83p a month per customer, or roughly £30 over the three years. Small per customer, but it stacks: it arrives whether you're on a roof or on holiday, and every install adds another one.

15% from your 101st customer. Your first 100 customers earn you 10%. Every customer from your 101st onwards earns you 15%, for their whole three years. Each customer's rate is fixed when they join, so nothing drops if some of your earlier customers leave.

A worked example. Refer 5 customers a month for a year and 60 of them sign up and stay. That's £2,400 in activation fees (each paid once that customer reaches six paid months), and once all 60 are paying, about £50 a month in share at 10%, before any cancellations, continuing for each customer's three years. Illustrative only: your actual numbers depend on who signs up and stays.

Non-exclusive, both ways. You keep fitting whatever kit you like and working with whoever you like. No targets, no minimums, no obligation to refer anyone. You only earn on results, so we don't need to tie your hands.

How and when you get paid

- **Quarterly, in arrears.** After each quarter we send a statement showing every customer (by reference number), what they paid, and what you're owed, then pay it within 30 days.
- **When each part arrives.** Your share starts with each customer's first payment and is paid in the next quarterly run. Each £40 follows once that customer has paid for six months, so the first activation fees typically arrive in your second or third quarterly run.
- **Small balances roll over.** If a quarter's total is under £50 we roll it into the next one rather than sending pocket change, and everything gets settled if the agreement ever ends.
- **We do the invoicing.** We operate self-billing, so you don't have to raise invoices for dozens of small amounts. The statement is the paperwork.

The honest bits (edge cases, in daylight)

We'd rather you read these here than discover them in clause 7.

Your share tracks real money. The revenue share is a percentage of what the customer actually pays us. If they cancel, don't renew, or a payment bounces, the share for that customer stops. The same goes for our savings promise: in any calendar month where a customer's savings don't beat the fee, they don't pay for that month, so nothing is shared that month. No customer revenue, no share. This also means we can change the subscription price without renegotiating with you: your percentage rides on whatever they actually pay.

Refunds claw back the £40. Because the £40 is only earned after six paid months, clawback is rare: it only applies if those payments are refunded or charged back within 3 months, in which case we net it off your next statement.

There's a cash-protection clause, and here's exactly how it works. We're a startup, and our agreement says that if our bank balance falls below a set floor, or a quarter's subscription income doesn't cover what we owe partners, we can delay that quarter's payment. Before you close the tab, here are the protections built around it, because we know how that sentence reads:

- Delayed money is **never cancelled**, it stays owed to you and gets paid first in the next normal run.
- If we delay anything, we tell you **in writing at the time**, with the amount.
- Any delay applies **pro rata to every partner equally**, we can't pick favourites.
- **Hard backstop:** anything delayed more than 12 months becomes payable regardless.
- If we delay **three quarters in a row**, you can walk away, and we still owe you everything accrued.

In other words, it's a timing clause, not an escape hatch. If we ever have to use it, something has gone wrong with our quarter, not with your money.

If the partnership ends, your customers keep paying you. Walk away, or we part ways amicably, and the

revenue share keeps flowing for the remainder of each existing customer's 3 years, at 10%. The only way to lose that tail is the obvious stuff: fraud, fake referrals, or serious breach. New referrals stop at termination, existing ones keep earning.

Either side can leave with 60 days' notice. No lock-in, no exit fees.

What we promise you

- **We never compete for your customer.** No marketing rival installers to them, no selling their details, and no forcing a supplier switch. The relationship stays yours; we've got our hands full with the electrons.
- **We field the support.** "Why was my bill this much?" is our call to take, not yours. Optimisation and savings questions come to us.
- **If a customer's ever worse off, that's our problem to fix**, not your Saturday callout.
- **Co-marketing from day one.** You can call yourself a ChargeSync partner publicly the day you sign.

"Why do you charge when some services are free?"

Your customers will ask, so here's the answer to give them. The "free" services earn from the battery rather than for the home: they sell its flexibility into grid services and pass the household a small cut, which typically means more cycling on a battery that only has so many cycles in it. We charge £10 a month because we work for the home instead: we optimise the household's own bill first and go easy on the battery. We think most homes come out ahead our way (every home and tariff is different), and we back it: in any calendar month where the savings don't beat our fee, the customer doesn't pay for that month.

What we ask of you

Not much, but it matters:

- **Check the kit first.** Only recommend us where the customer's battery is on our supported list (today Tesla Powerwall, GivEnergy, Solax and Hinen). If you're not sure, ask us before the conversation, not after.
- **Stick to the approved claims, no mis-selling.** We give you the savings figures and wording you can use. Please don't improvise numbers, guarantee savings or pressure anyone; it protects the customer and both of us with the regulators, and it's our name on the promise.
- **Make it clear the subscription is with us.** One sentence at quote time does it: the customer's ChargeSync contract is with ChargeSync, we set the price, and you're paid by us for the introduction.
- **Use the referral code or link when they sign up.** Attribution is automatic when the referral is recorded at sign-up; that record is what your payments hang off, so it's worth thirty seconds of care.
- **Pass Service complaints to us** rather than fiddling with settings we manage.

The shape of it, in one line

You fit the kit, mention us, tap in a code. We optimise the home, handle the questions, and pay you for every customer who stays, quarterly, with everything above written into a proper agreement under English law.

Next step

Email **hello@chargesync.com** and we'll set up a call, walk you through the full partner agreement (it's readable, we promise), and get your referral code set up. Bring your awkward questions; this page should have shown you we don't mind them.