

OSEIA CODE OF CONDUCT

As a member of OSEIA, I believe and affirm that:

It is my obligation:

- I. To recognize the principle of open competition and support the concepts of the free enterprise system.
- II. To disclose, subject to the legal and proprietary restraints, all the material facts about system or component performance and avoid concealment or use of misleading information. All Performance claims shall be verifiable by suitable demonstration or credible data.
- III. To design, manufacture, install, and maintain solar energy systems and components in a manner consistent with public health and safety and in compliance with applicable laws, ordinances, codes and regulations.
- IV. In advertising and selling the product and services, to refrain from the use of misleading or bait advertising or selling methods. No member shall directly or indirectly downgrade or cast doubt upon the ability, competence, experience or character of other OSEIA members.
- V. To promote an awareness of the responsibilities which corporations and individuals have as citizens, and to strive to gain respect for the Solar Energy Industry as a good citizen in the local community, state, and nation.

A. **WARRANTIES:** I as a solar contractor/installer agree to conform to the following conditions:

1. Provide a reasonable warranty on parts and labor.
2. Respond in five (5) working days to a customer complaint. Any unresolved customer complaints will be subject to arbitration procedures by OSEIA Ethics Committee. Binding arbitration will be suggested if problem cannot be resolved.
3. Provide a written warranty to the customer.
4. Clearly indicate on storage tank, or some other visible location, name of the contact person or company who is responsible for the warranty,
5. Provide to owners: Operating procedures, (manufacturer's manuals) and instructions.

B. **BIDDING PROCEDURES:**

1. Price quoted shall cover all expenses unless otherwise noted.
2. Written bids shall be effective for a minimum of thirty (30) days from date of bid, unless otherwise stated in the contract.
3. Comply with three (3) days customer rescission rights when required by law.

C. All contractors shall provide equipment that meets State of Oregon tax credit requirements if so stated.

D. All installers shall have the appropriate state contractor's license to do the type of work they are bidding on, and will maintain an active Worker's Compensation Insurance Policy if required by law.

Any unresolved member or consumer complaints will be subject to arbitration by the OSEIA Ethics Committee. Binding arbitration will be sought at the confronting parties expense if problems persist.