

AI & Automated Tools Terms of Use

Solargaga

Effective date	2 October 2026
Company	UTICAsia Energy Pte. Ltd. (UEN 202037923G)

These terms apply to Solargaga AI and automated tools provided by UTICAsia Energy Pte. Ltd. They should be read together with the UTICAsia Energy Terms & Conditions. Solargaga includes AI Search, product discovery, comparison, Solar Shuffle, Solar Builder, calculators, system matching and related automated decision-support features.

1. Scope

These AI and Automated Tools Terms of Use apply when you use artificial intelligence, machine-assisted recommendations, automated calculations or other automated features made available through Solargaga by UTICAsia Energy Pte. Ltd. They form part of the UTICAsia Energy Terms & Conditions.

Solargaga is broader than a chatbot. Its automated features may include AI Search, catalogue discovery, product comparison, Solar Shuffle, Solar Builder, system matching, calculators, generated explanations, structured product suggestions, preliminary service calculations and related tools.

2. What Solargaga AI Does

Solargaga AI is intended to help users understand renewable energy products, compare available options, navigate UTICAsia Energy catalogue information and identify possible starting configurations based on information supplied by the user and information available to the service.

Some responses are generated automatically and some may combine catalogue data, product documentation, service information, rules, calculations or other automated processing. The way a result is produced may vary by feature and may change over time.

3. Informational and Preliminary Nature of Outputs

AI-generated or automated output is provided for informational, product-discovery and preliminary decision-support purposes. It may contain errors, omissions, outdated information or assumptions that do not apply to your property, electrical system, roof, intended use or project requirements.

Do not treat an AI response as a substitute for manufacturer documentation, a professional site assessment, engineering design, electrical review, formal quotation, accepted project scope, warranty certificate or other document issued specifically for your transaction or project.

4. Product Recommendations and Catalogue Information

Product suggestions, comparisons and rankings generated by Solargaga are intended to help narrow available options. They do not guarantee that a product is the best or only suitable option for a user.

Product identity, specifications, warranty information, stock, availability and pricing should be verified against the current catalogue, applicable product documentation, manufacturer documentation and the final order confirmation. Where an AI summary conflicts with confirmed catalogue or manufacturer information, the confirmed information controls.

Products, specifications, prices and availability may change. An AI response does not reserve stock or lock a price unless the relevant checkout or written order confirmation expressly does so.

5. Solar Builder, System Matching and Calculators

Solar Builder, Solar Shuffle, roof-fit tools, system matching and similar features provide preliminary configurations or estimates from the information available to the tool. A generated combination is not a final engineering design and does not itself confirm that every component is suitable for every installation condition.

Final system design may depend on factors including usable roof area, shading, setbacks, roof structure, electrical supply, phase, cable routes, protection requirements, string design, inverter limits, local requirements, access, mounting method and other site-specific conditions.

UTICAsia Energy may revise a preliminary automated configuration after technical review, site assessment, catalogue changes or receipt of additional information from the customer.

6. Pricing, Generation, Savings and Financial Estimates

Prices, equipment subtotals, service calculations, solar generation, electricity savings, payback periods, return-on-investment indications and other financial or performance figures produced by automated tools are estimates unless expressly confirmed otherwise in writing.

Actual results may vary because of product availability, final equipment selection, shipping, installation scope, roof conditions, electrical works, site access, electricity tariffs, customer consumption, weather, shading, system availability, maintenance and other factors.

Nothing generated by an automated tool is a guaranteed annual energy yield, monetary saving, payback period or financial return unless UTICAsia Energy expressly provides a written guarantee for the relevant project.

7. Installation and Singapore Project Services

Products and complete solar energy systems may be purchased through Solargaga on a product-only basis. Installation, site survey, commissioning, electrical works, SP applications, grid connection, roofing and other site services are not automatically included in an online purchase.

UTICAsia Energy provides installation and related project services only for Singapore projects that it has assessed and expressly accepted. Installation becomes part of a transaction only when it is included in an accepted written quotation, proposal or project agreement.

An AI recommendation that a product or system may suit a Singapore property does not itself constitute acceptance of an installation project.

8. Safety and Professional Review

Do not use Solargaga AI or automated tools as instructions for performing electrical work, opening or modifying electrical equipment, connecting or disconnecting a PV system, working at height, altering roofing or structures, or carrying out other safety-critical work.

Electrical work, installation, testing, commissioning and other regulated or specialist work must be carried out by appropriately qualified persons and, where required in Singapore, a Licensed Electrical Worker.

If an AI response appears inconsistent with product safety instructions, manufacturer documentation, applicable standards or advice from a qualified professional, do not act on the AI response until the issue has been reviewed.

9. User Inputs and Responsible Use

You are responsible for providing information that is reasonably accurate and for checking material assumptions before relying on an automated result. Incorrect or incomplete inputs can produce unsuitable recommendations or calculations.

Do not enter passwords, payment card numbers, authentication codes or other credentials into free-text AI fields. Avoid submitting confidential information, personal identification documents or other highly sensitive information unless Solargaga expressly requests it through an appropriate secure workflow.

You must not misuse Solargaga AI or automated tools, including by attempting to bypass security controls, interfere with service operation, extract non-public system instructions or data, automate abusive traffic, impersonate another person, or use the tools for unlawful activity.

10. AI Interactions and Personal Data

Queries, selections, submitted details, generated responses and related technical or usage information may be processed and logged where reasonably necessary to provide the feature, maintain session functionality, troubleshoot problems, prevent abuse, monitor quality, improve the service and support customer enquiries.

Personal data will be handled in accordance with the applicable UTICAsia Energy privacy policy and Singapore personal-data protection requirements. The privacy provisions in the UTICAsia Energy Terms & Conditions also apply to use of Solargaga AI and automated tools.

11. Automated Outputs and Intellectual Property

AI-generated text, comparisons and other outputs may not be unique and similar outputs may be generated for other users. UTICAsia Energy does not guarantee that an automated output is original, complete or suitable for publication or commercial reuse.

You are responsible for ensuring that materials you submit to Solargaga may lawfully be used for the purpose for which you submit them. Website content, catalogue content, software, branding and other protected materials remain subject to the intellectual-property provisions in the UTICAsia Energy Terms & Conditions.

12. Availability and Changes to AI Features

AI and automated features may be updated, corrected, restricted, suspended or discontinued. Models, catalogue sources, algorithms, rules, interfaces and available functions may change without preserving identical outputs for the same query.

UTICAsia Energy does not guarantee that an AI feature will be uninterrupted, error-free or continuously available. Where reasonably practicable, material customer transactions will continue to be handled through the applicable order, quotation or support process.

13. Contract Formation and Order Confirmation

An AI response, recommendation, generated system, calculation, estimated quotation, product match or automated message does not by itself create a contract, accept an order or create an installation obligation.

Product purchases are governed by the order and acceptance process in the UTICAsia Energy Terms & Conditions. Singapore installation and project services are governed by the accepted written quotation, proposal, project agreement or other applicable project documents.

If an AI-generated statement conflicts with an accepted order, written quotation, proposal, manufacturer document or project-specific agreement, the applicable confirmed document controls the transaction.

14. Liability and Statutory Rights

To the extent permitted by Singapore law, UTICAsia Energy is not responsible for indirect, incidental, special or consequential losses arising solely from reliance on an AI or automated output that has not been confirmed through the applicable order, quotation, technical review or project process.

Nothing in these AI and Automated Tools Terms excludes or limits liability that cannot lawfully be excluded or limited, or removes rights or remedies available under applicable Singapore law.

15. Relationship with Other Terms and Contact

These AI and Automated Tools Terms form part of the UTICAsia Energy Terms & Conditions. The main Terms govern product purchases, payments, delivery, returns, warranties and project services. The AI terms govern use of Solargaga AI and automated features.

Where a specific accepted quotation, proposal, project agreement, manufacturer warranty or warranty certificate applies, that document governs the subject matter it expressly covers.

For questions about Solargaga, orders or these terms, contact UTICAsia Energy Pte. Ltd. at info@utica.sg or +65 6296 7787.