



Technical Guidance - Photovoltaic Systems

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This document is intended to provide New Energy Tech Approved Sellers with technical guidance on how to comply with the requirements of the New Energy Tech Consumer Code (NETCC) relating to the supply of information to customers for Photovoltaic (PV) systems.

Introduction

The NETCC sets good practice standards for providing residential and small business customers with new energy tech products, systems, and services. Approved Sellers have obligations to their customers regarding the quality of the technical information and service provided during the quotation, installation, and post installation stages of the delivery of the new energy tech.

This document outlines recommended actions that can be undertaken by the Approved Seller to fulfill the requirements of the NETCC for the provision of photovoltaic (PV) systems.

A list of the NETCC clauses addressed in this document and their corresponding recommended actions are found in Appendix A.

Delivery Stages

The delivery of the PV system is categorised into 3 stages:

- Quotation
- Installation
- Post Installation

Quotation

During the quotation stage the Approved Seller should:

1. Assess customer energy use and impacts:

- Provide a summary of how PV systems operate to generate electrical energy and how the electrical energy can be utilised by the customer.
- Conduct an analysis of the customer's current energy usage data to determine the average amount of energy used per day/month/year and their energy usage patterns.
 - Energy usage data should be obtained from the customer's meter data.
- Conduct an analysis of the customer's current energy costs based on their electricity bills.
- Explain how the proposed PV system is expected to change the customer's grid energy usage data and costs.



2. Provide the customer with component details:

- List the major system components of the proposed PV system including:
 - Inverter(s) make and model.
 - PV modules make and model.
 - Supplier and product series of PV module mounting system.
 - Balance of system components such as wiring can be excluded unless the item is a level 2 or level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – VIC, QLD, TAS, WA)/ Proclaimed products (SA)/ declared article (NSW)).
 - The make and model of DC isolators (switch disconnectors) or circuit breakers used to isolate the PV Array should be included.
- All components of the system should be suitable for installation under Australian legislation and Standards.
- Any technical features, characteristics or specifications of the new energy tech that are advertised or stated should be supported by scientific research or testing conducted by the manufacturer or third-party test laboratory.
 - Examples of technical features include but are not limited to:
 - PV Module claims of PID Resistance, Salt Mist Corrosion Resistance, Ammonia Corrosion Resistance, Quality Program certifications.
 - Approved Sellers should ask manufacturers for proof of technical claims which may be in the form of product certification by an accredited third-party test laboratory or manufacturer in-house testing. Evidence of technical claims or manufacturer declarations should be provided in writing and the retailer should keep an electronic copy on file.
- Provide information about the country of manufacture for the major components.
 - Check manufacturer documentation (installation manual or datasheets) for the country of manufacture and assembly. If the documentation does not specify this, ask the manufacturer for these details. Claims made by the manufacturer should be in writing and the Approved Seller should keep an electronic copy on file.
- Quotations should indicate whether the PV system is portable for customers to relocate to a different location.

3. Provide the customer with system details:

- Provide a proposed site plan for the product/system to be installed, including:
 - The proposed location of the inverter and its proximity to the switchboard.
 - The layout of PV modules, including their inclination and orientation.
- Provide a monthly product/system performance estimate in kWh. The performance estimate for the product/system output should be determined based on:
 - The efficiency and output specification of the inverter and PV modules, as stated by the component manufacturer.
 - The meteorological (solar irradiance) data from a weather station. This data may be from either a portable weather station mounted on installation site, data from the Bureau of Meteorology or a third-party meteorological data provider with their own network of weather stations. The source of the meteorological data should be specified.
 - The estimated PV system output should be compared to current energy usage data to determine the impact of the PV system on customer grid electrical energy usage and costs.
- Provide information about the design lifespan and warranty of the overall PV system. This should clearly:
 - Distinguish between parts and labour warranty periods.
 - Identify the base warranty offered by manufacturers of major components. This is the warranty provided with the sale of the component.



- Identify extended warranties that are available for purchase.
- Identify the difference between the product/system design lifespan versus the warranty period.
 - The design lifespan generally refers to the time interval from when a product is installed to when it is discarded.
 - The design lifespan is generally an estimate based on how the product/system is intended to be used.
 - The design lifespan may be greater than the product/system warranty period as the product/system can still work after the warranty period has passed but may require maintenance or repairs at the cost of the customer.
- Include any information about maintenance that would impact the lifespan of the system.
- Include a minimum retailer's warranty period of 5 years covering the operation, performance, workmanship and products of the whole PV system. This retailer's warranty exists in addition to manufacturers warranties.

4. Notify the customer of any system conditions or limitations:

- Quotations should include information about:
 - Limitations of the product or service, including features that are not available (or are available at additional cost). For example, additional meters to measure self-consumption of electrical energy generated by PV system.
 - Features of the inverters that are partially available or are available subject to conditions. For example, internet connectivity which may be fulfilled using an ethernet connection but will require the purchase of a Wi-Fi dongle for Wi-Fi capabilities.
 - Any conditions that will impact or limit the system performance (or its financial impact), including but are not limited to:
 - Environmental (weather) conditions: PV system operation is dependent on the availability of solar irradiance (sunlight).
 - Shading impacts: Any shading that may impact the output of the system should be noted.
 - Grid conditions: Grid connect systems without backup power will not operate in the absence of the grid (i.e., during grid blackout periods).
 - Grid network constraints:
 - The Distribution Network Service Provider (DNSP) may impose constraints on PV system export to the grid depending on the grid voltage levels at the point of system and grid connection.
 - Information about any network remote/dynamic control of the system as required or offered by the Distribution Network Service Provider (DNSP).
 - Any technical constraints required for the system to be installed or to operate, including but not limited to:
 - Export Limits: Any export limits imposed by the local electricity operator (DNSP) as part of the Network Connection agreement.
 - Meter changeover: Any meter changeover or reconfiguration required for the electricity meter to recognise export of energy to the electricity grid.
 - Any customer obligations required for the PV system to be installed/operated. For example, maintaining an internet connection for remote monitoring of system output or ensuring unobstructed access to the inverter for emergency situations.
- Quotations should include the following attachments for the proposed PV system components – PV modules, inverters, PV module mounting system:
 - A copy of the product brochure/data sheet.
 - A copy of the product manufacturer warranty T&Cs which should contain manufacturer/importer contact details for warranty claims.
 - Any product manufacturer end of life return to base policies.
 - Information on which component/s is a recyclable component.
 - Information about recycling standards for PV systems.
 - Information about any local council/state legislation on disposing of PV system components.
- If there is existing new energy tech onsite, the quotation should also specify how the new product/system will integrate (if applicable) with the new PV system. This includes but is not limited to:

- If the site has an existing battery storage system, whether the excess electrical energy generated by the PV system can be used to charge the batteries.

Installation

The system should be installed according to the relevant installation standards, codes, and legislation.

At the completion of the installation, the system handover to the customer should include the following (in hardcopy or electronic format):

1. System Information

- A list of the major system components of the PV system. This includes inverter(s), PV modules and DC isolators (switch disconnectors) and circuit breakers for isolating PV array:
 - Balance of system components such as wiring are excluded unless the item is a level 2 or level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – for VIC/QLD/TAS/WA)/ Proclaimed products (for SA)/ declared article (for NSW).
 - The list should include the make and model of each component and the number of components installed.
- For each electrical component listed, the serial numbers of the components installed (or alternatively a photo of the serial number).
 - Serial numbers for DC isolators (switch disconnectors) and circuit breakers can be excluded.
- For each electrical component listed a picture of the component nameplate label.
- A site plan of the PV system installed – including:
 - Location of inverter and its proximity to switchboard.
 - Layout of PV modules include inclination and orientation.
- An electrical single line diagram of the PV system installed.
- Copies (electronic or hard copy) of major components operating manuals and warranty T&Cs
 - The manufacturer warranty T&Cs which should contain manufacturer and/or Australian importer contact details for warranty claims.
- Provide a copy of third-party manufacturer and electricity network operator privacy policies.

2. System Compliance Information

- Provide list of Standards the product/system and the installation comply with. For PV Systems this may include but are not limited to:
 - Inverter Product Standards:
 - AS/NZS 4777.2 Grid connection of energy systems via inverters (for Grid connect inverters)
 - IEC 62109-1: Safety of Power Converters for use in photovoltaic Systems Part 1 – General requirements
 - IEC 62109-2: Safety of Power Converters for use in photovoltaic Systems Part 2 – Particular requirements for inverters
 - IEC 62477-1 Safety requirements for power electronic converter systems and equipment Part 1 - General
 - PV Module Product Standards:
 - IEC 61215 Terrestrial photovoltaic PV modules – Design qualification and type approval
 - IEC 61730 Photovoltaic PV modules safety qualification
 - Installation Standards:
 - AS/NZS 5033: Installation and safety requirements for photovoltaic PV arrays.



- AS/NZS 3000: The Wiring Rules
- The engineering certificate to AS 1170.2 for the PV Module mounting system.
- Any electrical inspection Certificates.

3. System Operating Information

- Provide instructions for PV system shutdown and start up.
- Provide recommended usage (time of day) for optimal system performance.
 - PV systems operate in the presence of solar irradiation (sunlight). If the electrical energy generated by the PV System is not stored for later use, then customers should operate home electrical appliances during the day to utilize the electrical energy generated by the PV system (if the PV feed-in tariff is lower than the cost of purchasing electricity from the grid, or export constraints are imposed by the Distribution Network Service Provider (DNSP)).
- Operating instructions for monitoring devices if monitoring devices are provided (or inbuilt into the inverter) including instructions on supporting systems required by the monitoring device that need to be provided by system owner such as a stable internet connection.
- Information about any network remote/dynamic control of the system as required by the local electricity network operator and agreed upon by the customer.
- Provide a warranty document with information about the overall system design lifespan and warranty. This should clearly:
 - Distinguish between parts and labour warranty periods.
 - Identify the base warranty offered by manufacturers of major components – this is the warranty provided with the sale of the component.
 - Identify extended warranties that are available for purchase and if there is a time constraint for when the extended warranties must be purchased by.
 - Identify the difference between the product/system design lifespan versus the warranty periods:
 - The design lifespan generally refers to the time interval from when a product is installed to when it is discarded.
 - The design lifespan is generally an estimate based on how the product/system is intended to be used.
 - The design lifespan may be greater than the product/system warranty period as the product/system can still work after the warranty period has passed but may require maintenance or repairs at the cost of the customer.
 - Contact details for warranty claims with Approved Seller.
- Information about the recommended maintenance schedule for PV system.
- Instructions for how to decommission the PV system.

4. System Fault Information

- Instructions on how to recognize PV System faults.
- Instructions for how to isolate/shutdown PV System in the event of an emergency situation including but not limited to fires, floods, physical damage to components/system due to collision/impact.
- Contact information in the event of an emergency.

5. Information for System Owner

- Provide a copy of NETCC Consumer information.



- Provide customer with the name and licence/accreditation number of the tradesperson who designed/signed off on the installation.
- A copy of the accepted quotation including any agreed variations between the Approved Seller and the customer.

Post Installation

- Post installation the Approved Seller should:
 - Respond in a timely manner for any system issues within the warranty period.
 - Notify the customer when aware of any relevant data breaches.
 - Monitor industry notification channels including the ACCC website (or any direct notifications from component suppliers) for product recalls/defects notices and notify customer of any relevant recalls and carry out the required corrective actions.
 - If agreed at point of sale conduct a comparison of customer electricity bills and grid energy usage data to quantify the benefit of the NET.

Retailer's warranty

Approved Sellers should provide a retailer's warranty which covers the operation, performance workmanship and products of the whole solar PV system for a minimum period of 5 years. This retailer's warranty exists in addition to any warranties provided by manufacturers.

Appendix A

Clause	Section	Description	Tech Guide Recommendations
1d	Part A Overview	Ensure that products, systems, services and documentation provided under the Code are suitable and fit for purpose	<p>Where a PV system is designed to generate as an alternative supply to the grid:</p> <p>Approved Sellers should obtain and analyse the customer current energy usage data including:</p> <ul style="list-style-type: none"> • Average amount of energy used per day/month/year. • Energy usage patterns (time of day). • This data should be obtained from customer meter data. <p>Compare estimated product/system output to current energy usage data to determine the impact of the PV system on customer energy usage from the grid.</p>
3c	Part B Our required practices	Not make any false or misleading claims about the price, value, quality, capacity, output or other performance characteristic of our New Energy Tech, for example, through selective advertising, exaggeration or misleading focus on one or a few aspects only of the New Energy Tech	<p>Any technical features / characteristics / specifications of the PV system or the system components stated on information provided to customer should be supported by scientific research or testing conducted by the product manufacturer.</p> <p>Approved Sellers should ask manufacturers for proof of technical claims. This may be in the form of product certification or in house testing. Evidence of technical claims should be provided in writing and the Approved Seller should keep an electronic copy on file.</p>
3e	Part B Our required practices	Not make any misleading claims about the place of origin (manufacture and assembly) of our products	<p>Approved Sellers should check manufacturers documentation for country of manufacturer / assembly – if documentation does not state, ask manufacturers for country of manufacturer / assembly for products intended for the Australian Market. Claims made by the manufacturer should be in writing and the Approved Seller should keep an electronic copy on file.</p>

3f	Part B Our required practices	Not mislead you about the impact our New Energy Tech will have on your energy usage or costs	<p>Where a PV system is designed to generate as an alternative supply to the grid:</p> <p>Approved Seller should obtain and analyse the customer current energy usage data including:</p> <ul style="list-style-type: none"> • Average amount of energy used per day/month/year. • Energy usage patterns (time of day). • This data should be obtained from customer meter data. <p>Compare estimated product/system output to current energy usage data to determine the impact of product/system on customer energy usage from the grid.</p>
3f	Part B Our required practices	Not mislead you about the impact our New Energy Tech will have on your energy usage or costs	Approved Seller should determine current energy usage and costs using customer electricity bills and meter data.
3g	Part B Our required practices	Ensure that any claims relating to performance and energy cost savings of our New Energy Tech are reasonably based and where available, based on reputable sources	<p>Where a PV system is designed to generate as an alternative supply to the grid:</p> <p>Approved Seller should obtain and analyse the customer current energy usage data including:</p> <ul style="list-style-type: none"> • Average amount of energy used per day/month/year. • Energy usage patterns (time of day). • This data should be obtained from customer meter data <p>Compare estimated product/system output to current energy usage data to determine the impact of product/system on customer energy usage from the grid.</p>
3g	Part B Our required practices	Ensure that any claims relating to performance and energy cost savings of our New Energy Tech are reasonably based and where available, based on reputable sources	Approved Seller should determine current energy costs using customer electricity bills.
3g	Part B Our required practices	Ensure that any claims relating to performance and energy cost savings of our New Energy Tech are reasonably based and where available, based on reputable sources	<p>The performance estimate for the product/system output should be determined based on:</p> <ul style="list-style-type: none"> • Inverter and PV Module efficiency and output specs as stated/provided by the product/system manufacturer. • Meteorological (Solar irradiance) data from a weather station - this may be from either a portable weather station mounted on installation site or data from bureau of meteorology or third-party Meteorological data provider with their own network of weather stations - the source of the data should be specified.



7a	Fit for purpose inquiry	“ask you about your specific circumstances, needs and expectations. This includes the extent to which you plan to use our New Energy Tech to supplement or improve the efficiency of energy use while connected to an Energy Network or be isolated from the Energy Network (also known as “off-grid”) or your expected outcomes from participating in forms of New Energy Tech supply such as virtual power plants or other energy markets”	<p>Where a PV system is designed to generate as an alternative supply to the grid:</p> <p>Approved Seller should obtain and analyse the customer current energy usage data including:</p> <ul style="list-style-type: none"> • Average amount of energy used per day/month/year. • Energy usage patterns (time of day). • This data should be obtained from customer meter data. <p>Compare estimated product/system output to current energy usage data to determine the impact of product/system on customer energy usage from the grid.</p>
9b	Quote – general requirements	“an itemised list of the New Energy Tech to be supplied, including relevant specifications. For products and systems, this will include the manufacturer, model, year, quantities, configuration and performance specifications. For services, this will include the nature and purpose of the services, whether the services are ongoing, scheduled (and if so what frequency) or responsive to your request, the duration of the service commitment and whether the services will be provided remotely or at your premises”	<p>Quotations should include a list of major system components including inverter(s), PV Modules, PV Module mounting system – balance of system components such as wiring and safety switches excluded unless item is a level 2 or level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – for VIC, QLD, TAS, WA)/Proclaimed products (for SA)/declared article (for NSW)).</p> <p>DC Isolators and Circuit breakers are considered Level 3 equipment/proclaimed product/declared article.</p> <p>All components of the system should be suitable for installation under Australian legislation and Standards.</p>
9e	Quote – general requirements	“information about product, system or service limitations that are likely to be relevant to you (e.g. where a battery does not provide a back-up facility)”	<p>Quotations should include information about:</p> <ul style="list-style-type: none"> • Limitation of the product or service including features that are not available (or available at additional cost) such as monitoring of self-consumption of PV generated electrical energy. • Partially available or available subject to conditions such as internet connectivity which may be achieved with an ethernet connection but will require an additional Wi-Fi dongle for Wi-Fi connectivity.
9e	Quote – general requirements	“information about product, system or service limitations that are likely to be relevant to you (e.g. where a battery does not provide a back-up facility)”	<p>Quotations should include information about conditions that will impact/limit the system performance including environmental (weather) conditions – availability of solar irradiance, shading impacts, grid conditions – availability of the grid for grid connected systems, grid network constraints – export limits, network dynamic control of system.</p>

9f	Quote – general requirements	“a performance estimate for the New Energy Tech to be supplied, which will be reasonably based, where available rely on reputable sources and comply with any relevant Administrator guidance “	<p>The performance estimate for the PV system output should be determined based on:</p> <ul style="list-style-type: none"> • Inverter and PV Module efficiency and output specs as stated/provided by the component manufacturer. • Meteorological (Solar irradiance) data from a weather station - this may be from either a portable weather station mounted on installation site or data from bureau of meteorology or third-party Meteorological data provider with their own network of weather stations - the source of the data should be specified.
9f	Quote – general requirements	“a performance estimate for the New Energy Tech to be supplied, which will be reasonably based, where available rely on reputable sources and comply with any relevant Administrator guidance “	A monthly PV system estimate output in kWh should be provided.
9j	Quote – general requirements	<p>details of any guarantees and for a New Energy Tech product or system - the name and contact details of our supplier in case you want to pursue your consumer guarantee rights under the Australian Consumer Law against that supplier or if for any reason you are unable to contact us. warranties that apply. We will specify: the specific details of the guarantee or warranty and how it applies to you</p>	Quotation should include a copy of the manufacturer warranty T&Cs for major components which should contain manufacturer and/or Australian importer contact details for warranty claims.
9k	Quote – general requirements	“for a New Energy Tech product or system, information about its expected life and what is involved in disposing of it at the end of its life”	<p>Quotations should include the following:</p> <ul style="list-style-type: none"> • Information from the Approved Seller about the overall system warranty – this should clearly distinguish between parts and labour warranty periods, information about base warranties and available extended warranties. • Information about product/system warranty versus the product/system design lifespan and any maintenance actions that may extend lifespan of system. • A copy of the manufacturer warranty T&Cs for major components which should contain manufacturer/importer contact details for warranty claims. • Include any component manufacturer end of life return to base policies. • Information for which component is recyclable components. • Including information about Recycling standards. • Information about any local council/state legislations on disposal of products.
9l	Quote – general requirements	Information about the portability of the proposed New Energy Tech	Quotations should include information about whether PV system is portable for relocating to another location.

17ai	Quote - design	A site-specific installation design or plan (a sketch or diagram is acceptable) including any configuration or positioning issues and how the New Energy Tech will integrate with other New Energy Tech you may have	<p>Quotations should include:</p> <ul style="list-style-type: none"> • A site map showing the physical location of the inverter and its proximity to the switchboard and the layout of the PV Modules including inclination and orientation. • If there is existing NEW ENERGY TECH on site, how the new PV system will integrate (if applicable) with the new PV system such as whether the output of the PV system will feed into an existing NEW ENERGY TECH on site.
17aii	Quote - design	A site-specific performance estimate for the New Energy Tech	<p>The performance estimate for the PV system output should be determined based on:</p> <ul style="list-style-type: none"> • Inverter and PV Module efficiency and output specs as stated/provided by the component manufacturer. • Meteorological (Solar irradiance) data from a weather station - this may be from either a portable weather station mounted on installation site or data from bureau of meteorology or third-party Meteorological data provider with their own network of weather stations - the source of the data should be specified.
17aii	Quote - design	A site-specific performance estimate for the New Energy Tech	A monthly PV system estimate output in kWh should be provided.
18b	Quote - connections	an explanation of the steps that need to be taken to obtain approval and/or reconfiguration of your meter and the relevant paperwork that must be completed and submitted prior to installation	<p>Quotations should include information about:</p> <ul style="list-style-type: none"> • Any technical constraints (export limits, tariffs, meter changeover/reconfiguration, network dynamic control) required for the PV system to be installed/operated. • Any customer obligations required for the system to be installed/operated such as maintaining an internet connection.
32	Delivery, installation and safety	If you purchase New Energy Tech that requires physical installation by us, we will ensure your safety and the safety of our installers. We will install in accordance with all applicable safety standards, manufacturer's specifications, relevant Australian Standards, Energy Network standards and good industry practice, using an installer that is trained, competent and where applicable, holds any required qualification or certification to undertake the work	<p>System handover to customer should include the following information:</p> <ul style="list-style-type: none"> • A list of major system components installed including inverter(s), PV Modules, PV Module mounting system – balance of system components such as wiring and safety switches excluded unless item is a level 2 or level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – for VIC, QLD, TAS, WA)/Proclaimed products (for SA)/declared article (for NSW)). • For each component listed include the make and model, number of components installed and a list of the serial numbers of the electrical components installed (or alternatively a photo of the serial number). • For each electrical component listed a picture of the component nameplate label. • A site map showing the physical location of the inverter and its proximity to the switchboard and the layout of the PV Modules including inclination and orientation. • An electrical single line diagram of the PV system installed.

32	Delivery, installation and safety	If you purchase New Energy Tech that requires physical installation by us, we will ensure your safety and the safety of our installers. We will install in accordance with all applicable safety standards, manufacturer's specifications, relevant Australian Standards, Energy Network standards and good industry practice, using an installer that is trained, competent and where applicable, holds any required qualification or certification to undertake the work	<p>System handover to customer should include the following information:</p> <ul style="list-style-type: none"> • Provide list of Standards the Inverters, PV Modules, and the installation comply with. • Provide a list of optional Standards the system and installation comply with. • The engineering Certificate to AS 1170.2 for the PV Module mounting system. • Any electrical inspection Certificates. • Provide copies (electronic or hard copy) of major components operating manuals and warranty T&Cs. • Provide a copy of NETCC Consumer information. • Provide customer with the name and licence/accreditation number of the tradesperson who designed/signed off on the installation.
34d	Activation	Advise you of contact details for queries or following up on progress	System handover to customer should include contact details (phone number, email address) for customer in the event of any errors/issues with system operation.
34e	Activation	Advise of any potential problems that may arise	<p>System handover to customer should include the following information:</p> <ul style="list-style-type: none"> • Instructions on how to recognise product/system faults. • Instructions for how to isolate/shutdown. product/system in the event of an emergency situation including fires, floods, physical damage to product/system due to collision/impact. • Contact information in the event of an emergency.
37a	Operating Information	Provide you with comprehensive information for safe and effective operation, maintenance and optimisation of your New Energy Tech	<p>System handover to customer should include the following information:</p> <ul style="list-style-type: none"> • Provide instructions for system shutdown and start up. • Provide recommended usage (time of day) for optimal system performance. • Provide recommended maintenance instructions include maintenance schedule. • Operating Manuals for major components. • Instructions for how to decommission product/system.
37b	Operating Information	Explain to you any obligations that you may have to facilitate or enable the New Energy Tech (for example, to maintain an internet connection that we are able to access)	System handover to customer should instructions/details of supporting systems/services required that are provided by system owner.

37ci	Operating Information	Written instructions and a physical or electronically recorded demonstration (for example, an instructional video)	System handover to customer should include the following information: <ul style="list-style-type: none"> • Provide instructions for system shutdown and start up. • Provide recommended usage (time of day) for optimal system performance. • Provide recommended maintenance instructions including maintenance schedule. • Operating Manuals for major components.
37cii	Operating Information	Providing you either with a measuring or monitoring device that connects to the New Energy Tech or with continuous access to a remote monitoring service (in either case that will facilitate accurate measurement of benefit that is based on objective standards acceptable to the Administrator) together with written instructions as to how to use that device or access that service	System handover to customer should include the following information: <ul style="list-style-type: none"> • Operating instructions for monitoring devices. • Instructions for how to use monitoring device/interpret data and notifications provided by monitoring device. • Instructions on supporting systems required by monitoring device that needs to be provided by system owner.
37ciii	Operating Information	A commitment to provide you with regular reports that accurately quantify the benefit that you are deriving and that meet any guidelines made by the Administrator in relation to reporting of this kind (for example, in the case of a service that is designed to reduce your energy bills by smart management of your energy consuming products).	A comparison of electricity bills post installation to ensure product/system is meeting the performance estimate at regular intervals (as agreed upon).
38b	Performance	Performing properly	A comparison of system output and electricity bills post installation to ensure product/system is meeting the performance estimate.
38c	Performance	Reflecting any agreed contract and meeting the performance specifications outlined by us to you	Post installation Approved Seller should conduct a comparison of energy bills after first 3 months and then every year (if agreed upon with customer).
38e	Performance	New Energy Tech that utilises information and communications technology will be secure	Post installation Approved Seller should: <ul style="list-style-type: none"> • Provide a copy of third-party manufacturer and Network privacy policies. • Notify customer when aware of any data breaches.

39	Performance	If we become aware that New Energy Tech that we have supplied to you is defective or unsafe, we will promptly tell you and offer to fix the problem if this is possible or otherwise remove the product or system from your premises and provide reasonable compensation to you	Post installation Approved Seller should monitor industry notification channels including the ACCC website (or any direct notifications from component suppliers) for product recalls/defects notices and notify customer of any relevant recalls and carry out the required corrective actions.
43	Warranty Claim	We will provide you with the name and contact details of our New Energy Tech product or system supplier in case you want to pursue your consumer guarantee rights under the Australian Consumer Law against that supplier or if for any reason, you are unable to contact us	System handover to customer should include a copy of the inverter(s), PV Modules and PV Modules mounting system manufacturer warranty T&Cs which should contain manufacturer and/or Australian importer contact details for warranty claims.





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