

Solar Association of New Zealand

Code of Conduct

All members of the Solar Association must abide by this Code of Conduct and failure to do so may be a basis for suspending or cancelling of membership.

All members:

1. Shall act so as to uphold and enhance the honour, integrity and dignity of the solar industry, its members, and the Association by maintaining at all times high personal and business standards.
2. Shall ensure the safety and satisfaction of the customer and of the Community as it is effected by methods and workmanship to the best of that person's ability, and ensure that the highest standards of courtesy and consideration of customers and fellow members is maintained.
3. Shall use appropriate materials taking into consideration the Solar Association recommended specifications, codes of practice and similar, and the customers best interests.
4. Shall not express or imply, outside a meeting of the Association, criticism of:
 - The workmanship of another member.
 - The account of another member,
 - The product of another member,
5. Shall ensure that any person claiming faulty workmanship or disputing an account shall be referred to the member, or to the Association, and in the case of complaint regarding inferior workmanship or account the member concerned shall either:
 - Make good or replace the work that is subject to the complaint, or recalculate his charge. With a complaint the member shall deal with it.
 - Have the case investigated by the Association Complaints Committee and agree to abide by its decision.
6. Shall only undertake advertising that is strictly truthful, and false or misleading claims will not be acceptable. Promotion of products should be within the guidelines agreed at an AGM from time to time.
7. Shall apply their skill and knowledge in the interest of their clients or employers for whom they act as faithful agents or trustees.
8. Shall regard as confidential any information concerning the business and technical affairs of their clients or employers.
9. Shall inform their clients or employers if circumstances arise in which their judgement or the independence of their service may be compromised by reason of business connections, personal relationships, interests or affiliations.
10. Shall deal honestly and truthfully with clients, employers and government agencies in all matters pertaining to payments, discounts, rebates and grants and the conditions applying to them.

11. Shall continue their professional development throughout their careers and shall assist and encourage other accredited persons to similarly advance their knowledge and experience.
12. Shall observe and conform to all relevant Standards and all relevant Association guidelines, and all applicable laws, ordinances, regulations and codes of practice.
13. Shall promptly report any apparent breach of any of the above rules by a fellow accredited person or applicant for accreditation to the Association's Executive Committee via its Executive Officer.
14. Shall promptly report any apparent breach of any of the above rules by a non-accredited person operating in or making statements about the solar industry to the Association Executive Committee to allow an appropriate response to be made by the Association.

Guide For Promotion of Product

The following is a guide to acceptable industry practice for the promotion of solar water heating systems;

1. Any specific publication or advertisement shall not be misleading, but need not contain every qualification so long as all applicable qualifications are clearly stated to the customer at time of quoting.
2. Advertising should not indicate that any solar system could achieve annual energy savings exceeding 75% of water heating costs in domestic applications
3. Advertising of collector efficiency should not indicate that it could exceed 80%.
4. Any energy performance information included in promotion material should be explicit as to the system characteristics under which tests have been carried out including size of collector area, hot store cylinder capacity, controller setting, and hot water use profile unless referenced to a named technical standard under which such performance tests are normally undertaken.
5. Any product must not be advertised as being more efficient than any other product unless providing factual comparison data between own systems.
6. Advertising of combined solar hot water and other applications such as under-floor heating shall disclose the prime sources of heating and provide factual indicative information on the level of heating expected to be achieved. Such information must show total energy use from all sources including solar, and should not give the impression that solar is an effective source of floor heating in winter.
7. Installation of solar for underfloor heating must not claim to warm or heat rooms.
8. Associate members of the Association can not infer that their membership is in anyway an indication that their product and installation practices meet Association standards.
9. Only Full Members of the Association or their agents can use the Association logo in promotion material.