

Solar Industries Association

Customer Pledge

When a customer contacts an SIA Member they can expect to receive high quality service – in fact all members must sign up to the Association's Code of Conduct and Customer Pledge.

SIA members are bound by the Code of Conduct which determines that they operate their businesses in an ethical manner and that their work is to best practice. In addition SIA members make a promise to all customers as set out in the SIA Customer Pledge.

For Accredited Retailers

We sell quality product

- Accredited Retailers are solar specialists who are appropriately trained and experienced to ensure quality service.
- We will sell and supply only Complying Solar Water Heating Systems that meet the quality standards set by the SIA and published on its website.
- The system we sell you will be correctly specified for the application we are supplying for.
- We will set out in our contract the;
 - Details of the system to be supplied.
 - The indicative energy performance you can expect from the system supplied for the application covered by the contract.
 - Warranty details
- We will provide you with instructions of your responsibilities in owning and operating the system so that it will meet the durability requirements of the Building Code.

We ensure optimal energy performance of your solar system

- We will specify the installation instructions for your application so that the system performs optimally.

We stand by our product and services

- Where we contract to also install the system we will ensure that only Registered Installers undertake the installation.
- We recommend that we contract for specification, supply and installation of your system so that we can assure you that the appropriate system is installed and that it is installed for optimal energy performance.
- A Certificate of Compliance will be issued for each installation.

For Registered Installers

We ensure best practice installation

- Registered Installers are properly trained to install your system according the system supplier's instructions and the contract between the retailer and the customer
- Installation will be undertaken to best practice and to meet the requirements of the Building Code and the contract between the Retailer and the customer.

For all members

We work ethically

We are backed by the reputation of SIA, New Zealand's association of solar system suppliers, retailers and installers who oversees industry standards and best practice.

SIA monitors our delivery of the above promises. Our membership depends on our performance.

You have access to SIA's free and independent complaints and mediation services.