



## Accredited Membership Application Form

<b>COMPANY</b>			
<b>PRODUCT / BRAND</b>			
<b>POSTAL ADDRESS</b>			
<b>CITY / TOWN</b>		<b>POST CODE</b>	
<b>PHYSICAL ADDRESS</b>			
<b>CITY / TOWN</b>			
<b>CONTACT PERSON</b>		<b>PHONE</b>	
<b>PERSON EMAIL:</b>		<b>MOBILE</b>	
<b>COMPANY PHONE</b>		<b>COMPANY FAX</b>	
<b>COMPANY EMAIL</b>		<b>WEBSITE</b>	

**DECLARATION:**

On behalf of the applicant I hereby declare that the applicant desires to obtain Accreditation as an Accredited Member of the Solar Association of New Zealand.

For the purposes of the rules of the Solar Association of New Zealand, the applicant nominates the individual described below as its representative.

Representatives Name: \_\_\_\_\_

Title/Position \_\_\_\_\_

Signature of Applicant's Representative \_\_\_\_\_

Date of application: \_\_\_\_\_

SUBSCRIPTION COST: Subscription year ends in June; applying from July to December. \$1437.5 (including GST), applying January to June \$718.75, you will then (while you remain a member) be invoiced in June each year for the following year's subscription.

Accreditation process cost for Accredited Membership is \$1000 + GST, **and is to be paid upon application.**

**NOTE: The Subscription cost will be invoiced separately upon successful Accreditation.**

If paying by Cheque – made payable to Solar Association of New Zealand; send to PO Box 15313, Miramar, Wellington 6243. If paying by Direct Credit – pay to: Kiwibank, Account Number 389001 0349096 00, please complete the form and send it by post or email it to: [accounts@solarassociation.org.nz](mailto:accounts@solarassociation.org.nz)

**This becomes a tax invoice when paid. Please keep a copy for your records, GST number 84-576-646**

Information provided as part of this application is confidential to the SWH Accreditation Administrator and the Solar Association Finance Manager and will not be shown or discussed with any other party.

Please provide answers to questions below by noting if not applicable or providing information as appropriate. All documentation and supporting evidence requested is to be submitted along with this application form. Where information is not provided or is deficient in any way the SWH Accreditation Administrator will seek the necessary information from the applicant.

Note: Complaint resolution service is charged at \$150 per hour as required

**Key criteria for Accredited Membership to the Association is:**

- Manufacture / import SWH systems that are fully compliant to AS/NZS2712:2007, and are modelled to AS/NZS4234:2008.
- Product literature clearly labelled Gold / Silver / Bronze for the respective zone, as per the CAS Grading System requirements (implemented by March 2014).
- Involved in supporting the Building Consent Process for their Accredited Retailer network.
- At least 2 years in the Industry, with a proven track record in business.
- Evidence of financial viability by company accountant.
- Adequate parts / service / warranty support.
- Public Liability / Professional Indemnity Insurance.
- Evidence of internal training programs and provision of technical support.
- Evidence of an effective audit process for all Accredited Retailers.
- Retailers are provided appropriate maintenance and operating manuals, warranty information and service contact details.
- No more than three complaints to the Association about product / installations during past two years.
- No more than two Disputes Tribunal / Court of Law findings against company in past two years.
- No change of business name in past 5 years, unless full responsibility taken for claims made against that previous business during past 5 years.
- Solar Association can randomly audit up to 5 installations per year, at a cost of \$250 per system.
- Complaint resolution charged at \$150 per hour as required.

All applicants are specifically to provide the following information:

Category	Evidence	Check
Complying SWH System	Confirm that you only supply SWH systems compliant with AS/NZS2712:2007 and that you hold a current license schedule for all products sold.	
	Provide packaged system numbers and modelling reports to AS/NZS4234:2008 for systems covered by this application.	
	Please confirm that you have read, and agree to the principles underpinning the Customer Assurance Scheme as promoted by the Solar Association of New Zealand.	
Business information	To prove that you have a track record in business please provide declaration from your accountant / auditors that your business entity is solvent and likely to be continuing to operate as a minimum at the same levels for a period of at least two years all things being equal.	
	Confirm key personnel have been in the solar or similar business for at least two years.	
	Please demonstrate that you have adequate parts and service support to meet on-going customer requirements.	
	Provide evidence of an on-going internal training system for the retailer and installer networks for the specific products that you supply.	
	Provide evidence of an on-going technical support for the specific products that you supply.	
	Provide evidence of an on-going effective audit process for all CAS Accredited Retailers, using your products.	
	Confirm that you have had no more than three complaints to the Association about product / installations during the past two years.	
	Confirm that you have had no more than two Disputes Tribunal / Court of Law findings against your company in the past two years.	
	Confirm that you, or people closely affiliated to your company, have not changed the business name in the past 5 years, unless full responsibility for claims made under the previous trading name were upheld.	
Installation practices	Provide copies of manuals for installation of both packaged and custom built systems you provide to customers.	
	Provide evidence of the documentation and process that you or your installers use for obtaining Building Consents	
	Demonstrate that your installers are appropriately trained for installation and maintenance of SWH systems supplied by your company.	
	Provide a list of at least 25 installations using your products which could be audited by the Association as part of the Accreditation Process.	
	Confirm that you only use Installers Accredited by the Solar Association of New Zealand.	
	Provide evidence of where you provide New Zealand-based contact details for customers' technical queries and complaints.	
	Show your proven audit procedures to ensure that installations are undertaken properly by all your approved installers.	
Customer care	Provide copies of the documentation you provide customers with that sets out what energy performance the purchaser can expect from their system.	
	Provide copies of the appropriate maintenance and operating instructions you provide to system purchasers	
	Provide copies of documentation you provide to the potential SWH purchaser that makes it clear what the responsibilities are between the customer, supplier and the installer particularly with regard to the Fair Trading and Consumer Guarantees Acts.	
	Provide copies of the information you provide customers on installation warranties.	
	Show that system documentation provides information on the Association Quality Assurance system, and the complaints resolution procedure.	
	Confirm you have an appropriate cover under a public liability insurance scheme of at least \$1million.	

Please return all papers either by post to: PO Box 15313, Miramar, Wellington 6243, or electronically by email to: [accounts@solarassociation.org.nz](mailto:accounts@solarassociation.org.nz)