



## Accredited Retailer 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 for the retailing of solar hot water systems.

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. \$402.50 (including GST), applying January to June \$201.25, 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 Retailer Membership is \$500 + 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

Evidence	Check
<ul style="list-style-type: none"> <li>Accredited Retailer takes full responsibility for entire sales / installation / servicing / warranty process.</li> </ul>	
<ul style="list-style-type: none"> <li>Demonstrate 10 installations which have been inspected for building consent purposes.</li> </ul>	
<ul style="list-style-type: none"> <li>Product literature clearly labelled Gold / Silver / Bronze for the respective zone, as per the CAS Grading System requirements (to be implemented by March 2014).</li> </ul>	
<ul style="list-style-type: none"> <li>Customers are provided with accurate system performance information.</li> </ul>	
<ul style="list-style-type: none"> <li>Can explain sizing / specification of SWH systems to the satisfaction of the Association Assessor.</li> </ul>	
<ul style="list-style-type: none"> <li>Use of only Accredited Installers.</li> </ul>	
<ul style="list-style-type: none"> <li>Evidence of financial viability by company accountant.</li> </ul>	
<ul style="list-style-type: none"> <li>Public liability / Professional Indemnity Insurance.</li> </ul>	
<ul style="list-style-type: none"> <li>Evidence that all installations have Building Consents; meet the NZ Building Code.</li> </ul>	
<ul style="list-style-type: none"> <li>Customers are provided appropriate maintenance and operating manuals, warranty information and service contact details</li> </ul>	
<ul style="list-style-type: none"> <li>Have an effective servicing program of installations that reflects the design / location of the installations</li> </ul>	
<ul style="list-style-type: none"> <li>Have an effective internal auditing process to ensure that installers are meeting the requirements the company sets for their products.</li> </ul>	
<ul style="list-style-type: none"> <li>Accredited Retailer is the primary contact point for the Association wishing to seek</li> </ul>	

redress on behalf of a customer.	
<ul style="list-style-type: none"> <li>• Access to the formal complaints procedure administered by the Association on behalf of the Customer</li> </ul>	
<ul style="list-style-type: none"> <li>• Agreement between the Accredited Retailer and the Association that the costs of the complaints procedure will be met by the Accredited Retailer</li> </ul>	
<ul style="list-style-type: none"> <li>• Evidence of an effective audit process for all approved installers</li> </ul>	
<ul style="list-style-type: none"> <li>• No more than three complaints to the Association about product / installations during past two years</li> </ul>	
<ul style="list-style-type: none"> <li>• No more than two Disputes Tribunal / Court of Law findings against company in past two years</li> </ul>	
<ul style="list-style-type: none"> <li>• No change of business name in past 5 years, unless full responsibility taken for claims made against that previous business during past 5 years</li> </ul>	
<ul style="list-style-type: none"> <li>• SANZ can randomly audit up to 5 installations every two years, at a cost of \$250 per system.</li> </ul>	
<ul style="list-style-type: none"> <li>• Annual fee paid to the Association</li> </ul>	
<ul style="list-style-type: none"> <li>• Bi-annual re-accreditation process</li> </ul>	
<ul style="list-style-type: none"> <li>• Audited on site at least once every 4 years.</li> </ul>	

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