

SOLAR
ASSOCIATION OF
NEW ZEALAND

Solar Association of New Zealand Accreditation Information Pack.

Welcome to the Solar Association of New Zealand!

Solar water heating is steadily increasing in popularity in New Zealand, and is becoming increasingly common throughout the country. Solar water heating offers a clear statement that you care about the environmental impact of water heating in addition to wanting to significantly reduce energy costs within your home.

Modern solar water heaters are sophisticated devices designed to maximise the capture of solar energy and to store it for later use. As solar collectors have become more efficient, the collector area has decreased, and the system can deliver large energy savings all year round. However, high performance collectors require a trained and experienced installer to set them up for maximum benefit, safety and longevity. The Solar Association of New Zealand administers an Accreditation Scheme which we call the Customer Assurance Scheme to help identify appropriately qualified and experienced suppliers, retailers and installers of solar water heating systems in New Zealand.

This information pack outlines the requirements of the Accreditation Process to the Association, and also the requirements to participate in the Association's Customer Assurance Scheme (CAS). The CAS is being progressively implemented by the Association throughout 2013, and is the key component towards the continued development and maintenance of a quality solar water heating industry in New Zealand.

There is a clear request from the public for better information to be available from an independent source to help them identify companies offering an excellent service, and for products that will meet their expectations. At its essence, this is what the Customer Assurance Scheme should be about – Providing Assurance to the Customer that the investment they are making is going to deliver to their expectations.

1. Structure of the Association

The Solar Association of New Zealand is headed by the Executive Officer whose role is to provide guidance and leadership to the Association's Executive Committee. The Executive Committee are elected by the Accredited Members each year at the Annual General Meeting, usually held during September / October.

There are currently three classes of Membership. Accredited Members are the core of the Association, and have been through the Association Accreditation Process. These members are required to be in good standing within the Industry, and have robust businesses based around quality, compliant products and systems. Accredited Members pay an annual fee to the Association.

Associate Members are members who are not involved in the business of supplying solar thermal systems. This will take effect from July 2013, and is a change aimed at ensuring the integrity of the Customer Assurance Scheme. Business which have sufficient experience in supplying and installing solar water heatings are encouraged to become Accredited Suppliers, Accredited Retailer or Accredited Installers under the Association. The Associate Membership from July 2013 will therefore primarily be for businesses providing industry support services (eg architects, engineers, consultants etc). In addition, members of the public can become Associate Members. These members pay an annual fee to be Associated to the Association.

Finally, there is an Accredited Installer Membership option. The Association recognises the critical role of our installers in maintaining best practise standards within the Industry. We support the installer network through training, provision of information, and sharing solutions for common problems throughout the Industry. Installers that meet the required standards of experience, knowledge and have an excellent track record within the Industry are recognised as such.

A summary of the Association Membership Structure is shown in Figure 1.

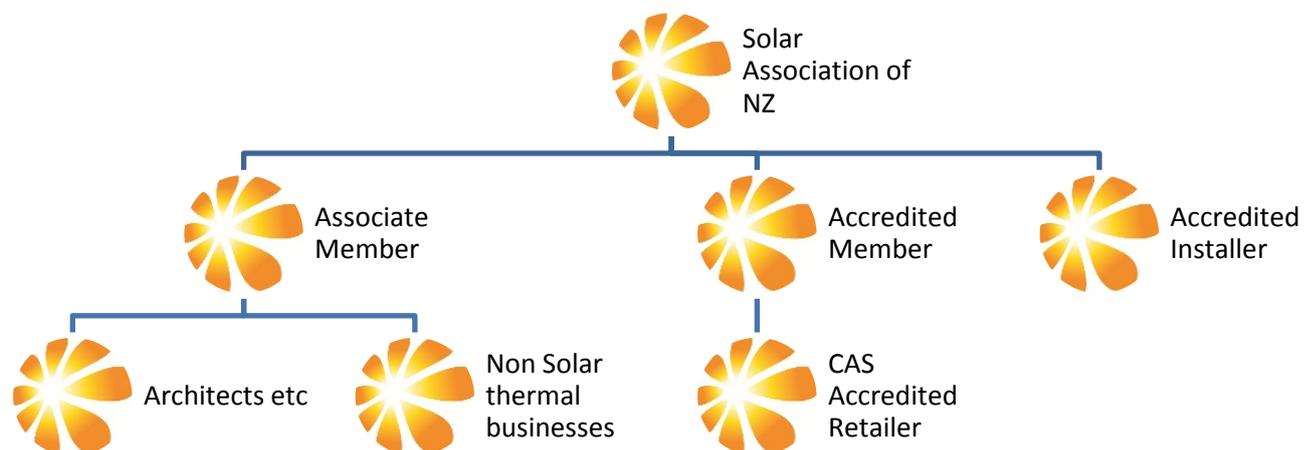


Figure 1. Solar Association of New Zealand Membership Structure.

2. General Overview of the Customer Assurance Scheme

The Customer Assurance Scheme is based around the principle of *reputable companies* promoting *quality systems installed to best practise by qualified and experienced installers*. The Scheme recognises that the obligations of the Industry do not end once the system is commissioned. Solar water heating systems are

required to provide years of reliable service to achieve a payback on the investment. In addition, people expect water heating systems to be an integral part of the house, requiring very infrequent replacement and only periodic maintenance.

With these principles in mind, the Customer Assurance Scheme is based around both an Accreditation Process for the participants in the provision, sales and installation process of the system, and a System Grading criteria. The System Grading aims to improve the transparency of which systems are considered the 'Industry Best Practise' designs for the different climates in New Zealand. The System Grading also takes into account the materials used in construction of the system on the basis that materials with inherent resistance to corrosion are most likely to provide longevity. This is important in an Industry where manufacturer's warranties are generally not provided, and where in most instances, the Manufacturer is located overseas. This results in the Association having limited ability to judge if an extended warranty is able to be supported by the Manufacturer.

3. Key Relationships

The Association's Customer Assurance Scheme covers the three key relationships that must be maintained in order to provide the required level of Assurance for the Customer.

3.1. Accredited Member

An Accredited Member of the Association is an Association Accredited Supplier of Solar Water Heating Systems. The Accredited Member is responsible for maintaining the compliance of the systems to the required Standards as required by the New Zealand Building Code. They also provide the warranty support of the system components, should redress be sought under the Supplier's Warranty, and/or the Consumers Guarantee Act (1991).

3.2. CAS Accredited Retailer

The CAS Accredited Retailer is the Organisation who sold the system to the Customer. They are responsible for the specification, sale and arranging for the installation of the system. The Retailer may arrange the Building Consent, or this may be done by the Supplier with information provided by the Retailer. The Retailer is required to ensure the Customer is adequately trained on how to use the system, and also contacts the Customer periodically to arrange for system servicing.

3.3. Accredited Installer

The Accredited Installer is the person who actually installed the system, and in many cases, will also be the Retailer. Where an installer is part of an organisation comprising of multiple installers, each individual installer must be individually accredited to offer the CAS. The installer is either linked to the Supplier through a 'bonded agency' agreement, or is freelance, and will install a range of products for multiple suppliers. The Installer is required to have training certification as required by the Association from time to time, and a demonstrated track record. In the first instance, EECA Registered Installers are considered Association Accredited Installers, providing they meet the track record requirements of the Association.

This document outlines the Association's Accreditation requirements for each participant in the process.

4. Chain of Responsibility

When considering the value chain from supply to installation of SWH systems, it is generally the Retailer, as defined as the organisation that actually sells the system to the Customer that has the greatest influence

over the final system that is installed. The Retailer generally arranges the installation, building consents and sizes / specifies the system. The Consumers Guarantee Act establishes that the key relationship in the ownership process is between the Retailer and the Customer. Therefore, the Retailer is the key to the Customer Assurance Scheme – they have the greatest influence on the ownership experience of the Customer. For this reason, it is the Retailer that is CAS Accredited.

Suppliers who are Accredited under the Association, who wish to merely supply product, but with no further support (other than offering manufacturer's warranties) are required to differentiate sales made to CAS Accredited Retailers, and to those Retailers not involved in the Scheme. This requires non-aligned Retailers to be separate Suppliers. These Suppliers could choose to either not be Association Members, or to be Associate Members or Accredited Members in their own right. Branding, and links to the Association, and the CAS would need to reflect their affiliation with the Association, and their Association Intellectual Property.

5. General Principles of the Accreditation Process:

The Association Accreditation Process is designed to provide reputable Accreditation to its Members, based on the following general principles

The process should:

- Be transparent,
- Provide a clear pathway for new members wishing to become Accredited,
- Avoid being seen as a barrier to market entry,
- Allow a range of business models to be accommodated,
- Have clear mechanisms for redress, should a member breach Accreditation requirements.
- Provide a mechanism for disputing the outcome of any aspect of the Accreditation Process

6. Accreditation Process Costs.

The cost of the Association Accreditation Process has been designed on a cost recovery basis, with low on-going costs, other than that required for periodic re-accreditation. However, where costs are incurred by the Association, then those costs will be transferred to the responsible member. This applies particularly with the Association Complaints Procedure.

The specific costs of belonging to the Association are (2013/14):

	Accredited Members	Accredited Installers	CAS Accredited Retailers	Associate Members
Annual Subscription	\$1250	\$350	\$350	\$350
Levy per m ² installed	None	None	None	None
Accreditation Process	\$1000	\$150	\$500	None
Re-accreditation	Every 2 years	Every 2 years	Every 2 years	None
Audits (up to)	5 per year	5 per year	5 per 2 years	None
Cost per audit	\$150	\$150	\$150	None
Complaints per hour	\$150	\$150	\$150	\$150

7. Liability Incurred by the Association

The Association does not accept any financial liability for the systems that are installed under this Scheme. All such liability is met by the responsible party under the Scheme. By signing up to the Scheme, the Member is accepting that the Association provides information that is based on accepted Industry Best Practise as developed by the Industry as a whole.

8. Rights for use of the Association Logo

All Accredited Members of the Association offering the Customer Assurance Scheme would have the right to use the phrase "Customer Assurance Scheme Compliant System: Solar Association of New Zealand, and Accredited Member of the Solar Association of New Zealand", and the Association Logo

All Accredited members would have the right to use the phrase 'Accredited Member of the Solar Association of New Zealand', and the Association Logo

All Accredited Installers would have the right to use the phrase 'Accredited Installer: Solar Association of New Zealand', and the Association Logo

All Registered Installers would have the right to use the phrase 'Solar Association of New Zealand Registered Installer and the Association Logo

Associate Members would not be able to use the phrase "Associate Member of the Solar Association of New Zealand" The Logo would only be allowed to be used when directly accompanied by the phrase "Membership of the following Associations", or "Supportive of the following Association"

All Accredited Retailers would have the right to use the phrase 'Accredited Retailer: Solar Association of New Zealand', and the Association Logo

9. Complaints Procedure

There is the potential for disputed liability between the Association, and the Supplier / Retailer. This will be addressed through a binding arbitration process provided by the Association, as part of the Supplier and Retailer Accreditation process.

The time spent by the Association dealing with complaints will be directly charged to the Member responsible, where it is considered by the Chief Executive Officer that the customer had a valid complaint. In cases where the customer's complaint was considered not to be valid, then the Association will cover the cost of responding to the complaint. In cases of dispute, the Executive Committee will hear both from the Executive Officer and the Member concerned and will vote to determine the outcome. This decision will be considered as final.

Should the Executive Officer decide to support either a Member, or a Customer through the Court System, then the party requesting support will pay for the time incurred. Should the court findings go against the Member, then the Member will be liable for this cost in addition.

This system is primarily designed to ensure that Customers who have a valid complaint about their system have a low financial barrier to redress. It is also designed to encourage Members to respond to valid complaints at an early stage.

Further details on the Association Complaints Resolution Service is provided in the Appendix of this document.

10. Accreditation Process: General Requirements.

The Solar Association of New Zealand (SANZ) is responsible for the administration of the Association's Accreditation Process. Accreditation by the Association is a key requirement of the Association for companies participating in the Customer Assurance Scheme (CAS) led by the Association. All Accredited Members will be able to offer the CAS to their customers.

Accreditation by the Association is an endorsement by the Association that the provider of that system has met the following requirements:

- The systems meet the requirements of the relevant Industry Standards*, and is installed with a Building Consent, where required.
- The Retailer is experienced in the sales and consenting, or arranging the consenting of solar water heating products.
- The Installer is experienced in the installation and servicing of the configuration of the solar water heating system being installed, and has up to date training within the Industry.
- The system Supplier, Retailer and the Installer all have satisfactory track records in resolving post installation issues arising from systems they are responsible for.
- The system Supplier provides effective warranty support for products they have manufactured or imported.
- The Retailer has provided, at point of sale, accurate and transparent information about the system in terms of the Association's System Grading Criteria for the zone the system is to be installed in.

*The relevant Standards required under the New Zealand Building Code are:

- AS/NZS2712:2007. Solar and Heatpump water heaters – Design and Construction
- AS/NZS4234:2008. Heated water systems – Calculation of energy consumption
- AS/NZS4692.2:2005 Minimum Energy Performance Standard (MEPS) requirements and energy labelling.
- AS/NZS3500.4:2003 Plumbing and drainage – Domestic installations.
- G12 Compliance Document for NZBC Clause G12 Water Supplies – third edition 2010. Acceptable Solution G12/AS2.

11. Administration

Accreditation is independently administered by the Executive Officer of the Association to criteria ratified by the Association Executive Committee. Oversight of the actions of the Executive Officer is provided through the establishment of an external and independent Accreditation Complaints Committee.

Contact details:

Adrian Kerr
Executive Officer,
Solar Association of New Zealand

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09 534 5970

021 345979

APPENDIX A: ACCREDITATION REQUIREMENTS

Accreditation Process: Accredited Member.

Key criteria for Accredited Supplier Membership to the Association would be:

- Manufacture / import SWH systems that meet all NZ Standards, including performance Standards,
- Product literature clearly labelled Gold / Silver / Bronze for the respective zone, as per the CAS Grading System requirements
- Involved in supporting the Building Consent Process for their agents
- At least 2 years in the Industry, proven track record in business
- Evidence of financial viability by company accountant
- Adequate parts / service 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.
- Accredited Supplier is the secondary contact point for the Association wishing to seek redress on behalf of a customer. Where dispute lies between Supplier and Retailer, both agree to binding arbitration provided by the Association. Contractual evidence of compliance to this between Supplier and Retailer.
- Complaint resolution charged at \$150 per hour as required.

Accreditation Process: Accredited Retailer Membership.

Key criteria for Accredited Retailer Membership to the Association would be:

- Accredited Retailer takes full responsibility for entire sales / installation / servicing / warranty process.
- Demonstrate 10 installations which have been inspected for building consent purposes
- Product literature clearly labelled Gold / Silver / Bronze for the respective zone, as per the CAS Grading System requirements
- Customers are provided with accurate system performance information,
- Can explain sizing / specification of SWH systems to the satisfaction of the Association Assessor.
- Use of only Accredited Installers
- Evidence of financial viability by company accountant
- Public liability / Professional Indemnity Insurance
- Evidence that all installations have Building Consents, meet the NZ Building Code.
- Customers are provided appropriate maintenance and operating manuals, warranty information and service contact details
- Have an effective servicing program of installations that reflects the design / location of the installations
- Have an effective internal auditing process to ensure that installers are meeting the requirements the company sets for their products.
- Accredited Retailer is the contact point for customers wishing to seek redress
- Accredited Retailer is the primary contact point for the Association wishing to seek redress on behalf of a customer.
- Access to the formal complaints procedure administered by the Association on behalf of the Customer
- Agreement between the Accredited Retailer and the Association that the costs of the complaints procedure will be met by the Accredited Retailer
- Evidence of an effective audit process for all approved installers
- 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
- SANZ can randomly audit up to 5 installations every two years, at a cost of \$250 per system.
- Annual fee paid to the Association
- Bi-annual re-accreditation process
- Audited on site at least once every 4 years.
- Complaint resolution charged at \$150 per hour as required.

Accreditation Process: Accredited Installer Membership.

Key criteria for Accredited Installer Membership to the Association would be:

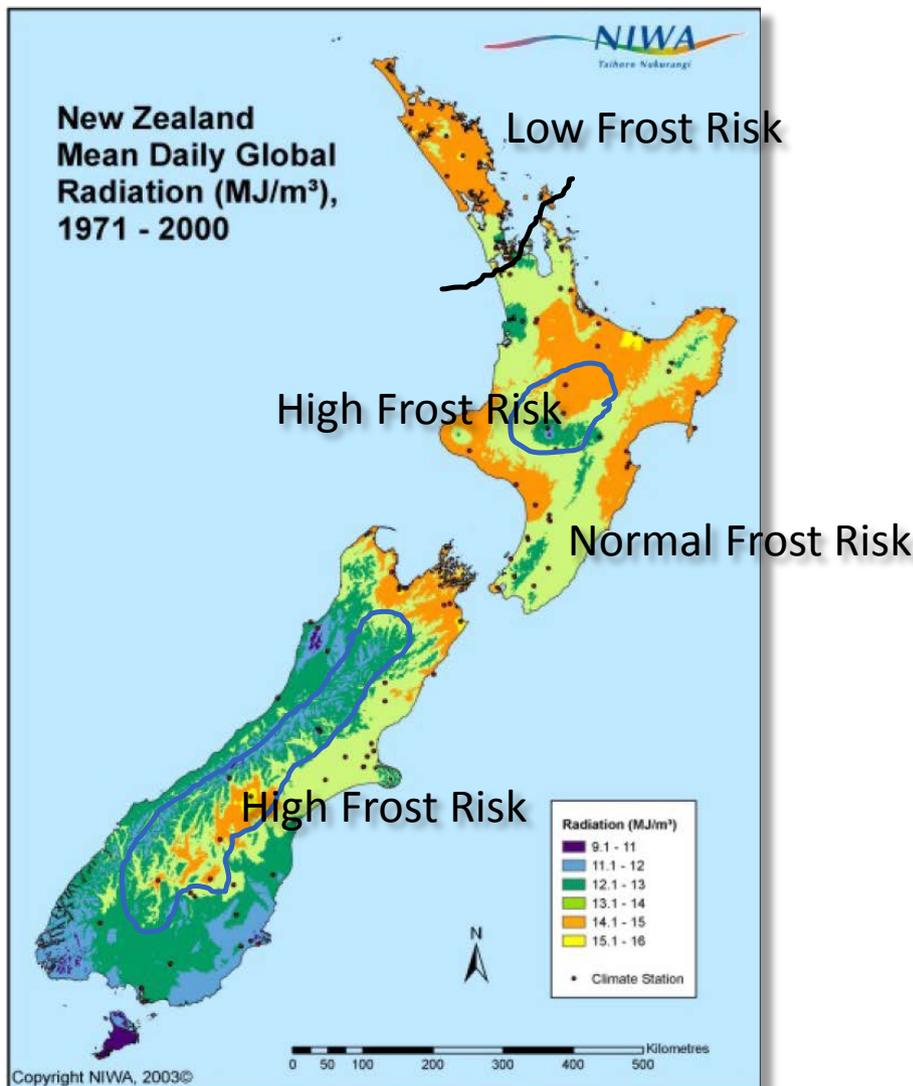
- Have current EECA Registered Installer Status (temporary requirement)
- Meet current training / certification requirements as set from time to time by the Association
- Can demonstrate in-depth knowledge about the particular characteristics of the product they are agents for installing to the Association Administrator
- Can explain the operating characteristics of the product to the customer
- Have no more than three complaints to the Association about installations during past two years
- No more than two Disputes Tribunal / Court of Law findings against installations in past two years
- Annual fee payable to the Association
- Complaint resolution charged at \$150 per hour as required.

APPENDIX B: SYSTEM GRADING REQUIREMENTS

1. Climate Zones

The greatest effect of climate on types of solar water heater systems is the need for frost control. Appropriate systems need to be installed in appropriate locations. These requirements differ to the Zones used in AS/NZS4234, as those zones relate to energy performance of the systems. There is a need to distinguish between zones where different system designs are needed. Therefore, three climate zones are proposed:

- ZONE 1: LOW FROST RISK: Auckland (excluding regions 150 m above sea level), and Northland. Offshore islands north of Auckland. Minimal energy required for frost protection. Water quality to be high, with low level of dissolved calcium.
- ZONE 2: MEDIUM FROST RISK: Rest of New Zealand except Central Otago, Mackenzie Country and inland Canterbury. Frost protection required. Water quality to be high, with low level of dissolved calcium.
- ZONE 3: HIGH FROST RISK: Areas not included in either 1,2, and areas with unreliable electricity supply. Vulnerable to frost damage under normal conditions, or poor water quality.



2. GOLD Grade systems

These systems should have minimal maintenance requirements, have excellent durability and be reliable as an intrinsic part of the system design. The system should be designed to be user friendly, and give good performance without requiring user management of the auxiliary booster. All materials used in construction should be intrinsically durable.

In Zone 1, these systems might be:

- Flat panel, open circuit systems, except in areas of poor water quality.
- U-tube evacuated tube systems, closed circuit systems
- Open circuit evacuated tube system
- Stainless steel (either 316, 444 or duplex) tanks to be used
- Supplementary boosting to be either via dual element (mid element only normally energised), systems with gas califont as backup, or wetback systems
- Systems to an open vented heat-store type tank
- All tanks to be NZ MEPS compliant to AS/NZS4692.2:2005
- Closed circuit flat panels with glycol and stainless steel tanks.

Zone 2, these systems might be

- As above, except open circuit flat systems to be replaced by drain-back or glycol systems.

Zone 3

- As for Zone 2 but evacuated tube and U-tube systems to have UPS installed on the pump. Warnings to be placed above the pump switch that extended periods with loss of electricity under freezing conditions will risk damage to collectors.

3. SILVER Grade systems

These systems are solar designed systems, but where some of the materials used in construction are vulnerable to corrosion, or systems where the user is required to monitor the system.

Zone 1:

- Use of steel / enamel tanks where the anode is periodically replaced under a maintenance program, in accordance with the local water quality requirements.
- Glycol based systems, where the glycol is replaced under a under a maintenance program
- Systems with timer control of single, bottom element tanks
- Systems with dual element tanks, where the upper element is above that required for option 3.5.1 (a) under G12/AS2

Zone 2 and 3:

- As above, except for open circuit, flat panel systems

4. BRONZE Grade systems

These are systems being retrofitted to suitable, but not “specifically designed for solar tanks”.

Zone 1:

- Retrofit systems with external heat-exchangers
- Retrofit systems with a gas califont providing supplementary heating
- Retrofit systems to a ‘heatstore (egHunson, Elephant, etc) tank design

Zones 2 and 3

- As above, except for open circuit, flat panel systems.

5. RETROFIT GRADE A

These systems are systems being retrofitted to existing conventional tanks, where the path for upgrading to a GOLD GRADE SYSTEM only requires the changing of the tank. At time of purchase, the owner is provided with the options for later upgrade of the system.

6. RETROFIT GRADE B

These systems are all other retrofit systems.

7. Flexibility mechanism.

It is recognised that some products have proven track records on the market, both in New Zealand and internationally, and that some of these products may generically fall into a grade that is lower than would be reasonably expected from that product. It is therefore suggested that a flexibility mechanism be implemented into the Grading Scheme to account for these products.

The flexibility mechanism is a two way process. Suppliers can apply to have a product 'upgraded' to a higher grade. The Association Executive, through the Technical Officer, can apply to have a product downgraded. A downgrading can occur through either independent testing commissioned by the Executive Officer on behalf of the Association, or as a result of the complaints procedure.

7.1.Process:

For a system to be 'upgraded', the Association Executive needs to be satisfied that the durability and the performance of the product is on par with the average of the products in the higher grade. This can be achieved through the following approaches:

- Independent audits of existing installations in New Zealand of that product showing a continuity of product model and manufacturing process and manufacturing place of origin.
- Independent audits of existing installations of that product in countries outside of New Zealand that have a relatively similar range of climates, (in particular, proximity to the coast, high humidity levels and comparable or worse water quality) showing a continuity of product model and manufacturing process and manufacturing place of origin.
- General recognition of the product in the New Zealand marketplace as being durable and of comparable quality, durability and performance of the average system in the higher grade, and,
- At least 5 years experience of that system in the New Zealand market place, and
- At least 15 independently, randomly selected audited installations more than 5 years old, with no evidence of product deterioration / failure, and
- Any concerns raised by the Association Technical Officer / Committee to be addressed to the satisfaction of the Association Executive, and
- No history of problems with the system in other countries.

APPENDIX C: ASSOCIATION DISPUTES RESOLUTION SERVICE

Occasionally some aspect of the ownership of a Solar Water Heating System may result in a dispute between the Customer, and one of the individuals or companies involved in the sales or servicing of the systems. The Association provides support as a neutral body in helping these disputes be resolved.

The process through which the Association will support the Resolution Process is outlined below. This process is only available to Customers who have purchased a Solar Water Heating system from a Customer Assurance Scheme Accredited Retailer. All other Customers will be directed to the Disputes Tribunal proved by the Ministry of Justice, or the Plumbers, Gas Fitters and Drainlayers Board (PGDB), where appropriate, as the Association does not have jurisdiction to respond to non-member complaints.

Principles of the Resolution Service

1. Any problem or dispute between a customer and the SWH Supplier/Installer is a matter for those parties to resolve in the first instance.
2. This service is limited to issues relating to solar water heating product suitability, installation, servicing and durability. Complaints about plumbing, particularly where it is in breach of the Plumbers and Drainlayers Act, may be referred to the PGDB.
3. Where the dispute is unable to be resolved, either party has the option of requesting assistance from the Association.
4. Should a request for assistance be received, the CEO will informally gather the relevant information from both parties, and attempt to mediate a resolution, on the basis of written evidence.
5. The CEO will remain neutral to both parties, but assist both parties gather the relevant factual information surrounding the dispute. The CEO will gather the facts and will respond with a letter addressed to each party outlining the facts of the dispute. The CEO will not provide an opinion as to what may constitute a suitable resolution.
6. Should this not be successful, either party may make a formal complaint to the Association Resolution Service.
7. Any Formal Complaints must be lodged on the form provided for the purpose, and sent to the Chief Executive Officer electronically. The CEO will acknowledge receipt, and notify all affected parties within 10 days.
8. The CEO will collate all information relating to the complaint, and will inform the Complaints Committee of the relevant information. The Complaints Committee will be free to request additional information if required. In some cases, a site visit may be warranted by an Independent party, or the CEO. Either or both parties have the option to appear in front of the Complaints Committee. The CEO provides a written opinion on a resolution for the dispute.
9. The Complaints Committee votes to accept a Resolution that is to be unanimously accepted in the first instance. The CEO is unable to vote. A failure to reach unanimous agreement within the Complaints Committee results in the majority decision being the decision of the Complaints Committee, but the complaint does not count towards the Member's unresolved complaints for Accreditation renewal.
10. Any technical insight highlighted as a result of the complaint is to be, where appropriate, made available to the Association Membership to advance the knowledge base of the Industry.
11. A Complaints Committee is assigned at an AGM, or is recommended by the CEO for approval by the Executive Committee at a monthly meeting.

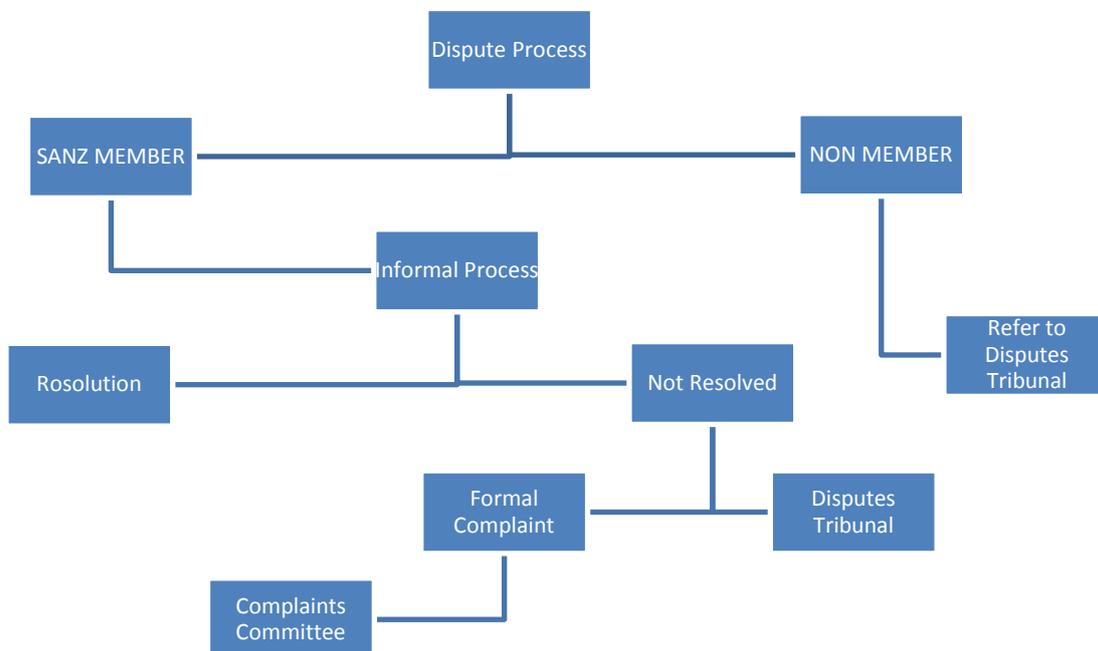
Rational for Process:

The Association has no basis in Legislation, so is limited in its ability to impose disciplinary action outside of the Association's Accreditation Scheme. The written material produced through this process however, is likely to provide the basis of a claim through the Disputes Tribunal should either party take that option.

The CEO is the most independent party within the Association, and is therefore best positioned to gather the information surrounding the dispute. The CEO is tasked with, within reasonable limits, understanding the basis of the complaint where appropriate, so as to make an informed assessment of an appropriate resolution to the dispute. In keeping with the Customer Assurance Scheme principles, the CEO should act in the interests of both parties to seek a resolution that is in keeping with the legal requirements under the Consumers Guarantee Act (where appropriate). Knowledge that is based in documented fact should not be withheld to either party, at either the informal or formal stages of the process.

The key difference between the informal and formal process is the degree to which an opinion is communicated to the parties. Under the informal process, only information based on documented fact is communicated to the parties. Under the Formal Process, the Complaints Committee is required to support a resolution based on what is considered a reasonable course of action to resolve the dispute. Therefore, the Formal Complaint needs to be heard by peers within the Industry, and for this reason, the CEO is unable to vote to determine the outcome of the Resolution.

This process also reflects the limited authority of the Association, outside the Accreditation Scheme.



APPENDIX D: ASSOCIATION DISPUTES FORM

This form is issued by the Solar Association of New Zealand and must be used to register a **Formal Complaint** in respect of solar water heating products, installations and services

1. Complainant details

Name:

Address:

Contact phone:

Email address:

2. Complaint information

Name of organisation:

Contact details (phone; fax; email):

Name of person dealt with to date:

Nature of complaint: please highlight the relevant categories

1. Product
2. Installation
3. Service
4. Professional conduct
5. Other (please specify)

Please explain (i) what the problem was; (ii) what action you took and (iii) what has happened since

3. Status of complaint

Please explain where the matter has got to and what is now in dispute:

4. Authorisation

Signed

Date

5. Documentation

Please attach copies of any correspondence or other documentation that you have in relation to this matter. Essential Documentation is:

- The Sales and Purchase Agreement
- Receipts / Invoices for remedial work undertaken
- Photos (preferably electronic) if relevant

6. Other information

You can help us to progress this complaint by providing as much information as you have.

7. Notes:

- If possible, please fill in this form electronically, and e-mail to the CEO, Solar Association of New Zealand. Adrian.kerr@solarassociation.org.nz
- If unable to send electronically, then photocopy this form or use extra pages if required to complete the questions.
- If posting, phone the CEO at 09 534 5970 for the best postal address.
- Your complaint will be acknowledged within 10 days of its receipt and the other party will be notified of the complaint at the same time.
- Please ensure any supporting documentation is included when e-mailing the form as attachments. A digital camera readily substitutes for a scanner if a scanner is not available.

