

# Sales and Design

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## Your contact details

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First / Last name\*

Company name\*

Email address\*

Phone number\*

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## Design and Installation Quality

A Solassure installer is the reference point for technical accuracy. Designs are internally peer-reviewed and work is completed to AS/NZS standards — delivering solar systems that perform exactly as promised, year after year.

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**Q1.**

For two different PV systems designed and installed within the last 6 months, please provide designs to prove that you use proprietary design software that is appropriate to the New Zealand design context. If you install battery systems, at least one of the examples must include solar AND battery system designs.

Add any comments

### Q2.

For each of the two systems referred to in Question 1, please provide handover documentation confirming compliance with Clause 5.7 (Documentation) of AS/NZS 5033:2012 and Clause 7.2 (Manual) of AS/NZS 4777.1:2016.

Within the documentation that is supplied we will be looking for confirmation or evidence of the following:

- Basic System information including system rating, component ratings, commissioning date and equipment location
- A list of electrical equipment supplied (could be included in the wiring diagram) providing model description and serial numbers
- Actions to be taken in the event of an earth fault alarm or system failure
- The shutdown and isolation procedures for emergency and maintenance to ensure safe de-energisation of the system
- The system connection diagram including ratings of the PV array, overcurrent devices and switches as installed
- System performance estimate - output performance, expected seasonal or operational variation and any limitations or assumptions.
- Recommended maintenance procedures and timetable
- Commissioning sheet and installation checklist (this could be a copy of the Coc)
- Details of the array frame engineering certificate and declaration of compliance with Clause 2.2 of 5033
- Equipment manufacturers documentation, datasheets and handbooks i.e. Inverter manual, PV modules, ESS details etc
- Contact details for installation queries and systems support
- Voltage rise calculations as per Cl. 3.3.3 of AS/NZS 4777.1:2016
- Warranty information - including a statement of system warranty period, any limitations and supplied equipment warranties.

Choose files or drag here

Add any comments

### Q3.

For each of the two systems referred to in Question 1, please provide 5 clear photos from each that clearly show tidy workmanship that meets relevant standards (cable runs, isolators, labels etc). Photos must show before, during and after installation of an array and show cable penetration, roof mounting system, earth/bonding arrangement etc.

Choose files or drag here

Add any comments

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## Post-Installation Service & Maintenance

Hand-over marks the start of an ongoing partnership. Customers receive clear, long-term appropriate quality of work guarantees, system monitoring or easy fault reporting, and fast, courteous support—so their investment keeps generating value throughout its life.

### Q1.

Provide evidence your company provides a 5-year quality of work warranty

Choose files or drag here

Add any comments

Q2.

Provide evidence you carry out a post-installation correspondence with customers within 2 weeks of installation and a second follow-up call within 6 months. The examples should clearly show the date of installation and the date of correspondence. Example: CRM Screenshot

Choose files or drag here

Add any comments

Q3.

Provide evidence of your customer support contact procedure (phone/email)  
Example: take a screenshot of where this is mentioned on the front end of your website

Choose files or drag here

Add any comments

Q4.

What is your target response time for customer support?

Q5.

Provide 3x examples of follow-up call log or CRM entry where client support contacts have been remedied in the last year

Choose files or drag here

Add any comments

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## Financial Stability

Solassure businesses are financially resilient. Transparent accounting and prudent cash-flow management give customers confidence their installer will be around to complete the installation and honour warranties well into the future.

Q1.

Upload the templated [Financial Ratio and Compliance Confirmation letter](#) signed by a Chartered Accountant.

Choose files or drag here

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## Insurance

Solassure businesses are fully insured. Comprehensive liability cover gives customers confidence their installer will be around to complete the installation and honour warranties well into the future.

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Q1.

Provide evidence of your Insurance Policies and coverage appropriate for nature of work undertaken:

Use this list to check off documents uploaded below:

Public Liability

Property Being Worked On (Public Liability extension)

Contract Works

Professional Indemnity (if you do syetem design)

Motor vehicle

Defective workmanship

Transit insurance to cover transport of Lithium ion batteries

Transit insurance to cover damage over and above what Transport companies will cover

Other

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Choose files or drag here

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## Principled Sales Practices & Supply-Chain

Trust starts with an jargon-free quote and marketing that's evidence-based. Providers follow a strict code of conduct, resolve complaints openly, and source equipment from manufacturers that offer AU/NZ technical support and uphold ethical, traceable supply chains.

Q1.

Agree that our continued Solassure certification signifies our agreement with the [Solassure Code of Conduct](#)

Yes

**Q2.**

Confirm that your company's quotes are transparent, contain no hidden fees, and are free from technical jargon. Any ROI or payback claims included will be free from inflated values and in alignment with the [SEANZ Fair Pricing Assumptions document](#) by the time of the public launch of Solassure. \*

Yes

**Q3.**

Confirm that all equipment suppliers provide AU/NZ tech support and that you honour all equipment warranties\*

Yes

**Q4.**

Provide assurance that your company will only use Installation subcontractors who are Solassure Certified. Note, this requirement will not come into effect until the Solassure public launch. \*

Yes

**Q5.**

Confirm that your company's marketing across social media, paid media, and website will clearly show ROI and payback claims free from inflated values and in alignment with the [SEANZ Fair Pricing Assumptions document](#) before the public launch of Solassure. \*

Yes

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## Experience & Competence

Each project is overseen by a qualified technical lead, supported by a team that logs regular professional-development hours. A proven record of successful installations and enthusiastic client references demonstrates both expertise and customer satisfaction.

**Q4.**

Provide evidence which clearly shows your company has the correct competencies and licences for the type of work you carry out. This should include Mains Parallel Generator endorsed, licensed electrical workers to sign off the CoC's from Sept 1st 2025. Provide evidence of records you keep such as audits, licenses or competence register.

Choose files or drag here

Add any comments

**Q5.**

Provide details of your company nominated Technical Person including their CV and/or relevant qualifications plus licenses

Choose files or drag here

Add any comments

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## Independent Assessment & Continuous Improvement

External audits, internal reviews, and a proactive learning culture keep Solassure providers ahead of evolving standards.

**Q1.**

Consent for your company to be audited by SEANZ at any time in order to provide evidence that you maintain all of the Solassure assessment criteria.

Yes

**Q2.**

Provide evidence your technical staff have undertaken appropriate Continuous Professional Development in the last 12 months. Example: SEANZ Conference Industry day attendance, Supplier training

Choose files or drag here

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## ESG / Sustainability

Beyond delivering clean energy, Solassure providers minimise environmental impact across operations—reducing waste, arranging responsible end-of-life solutions for panels and batteries, and promoting ethical sourcing throughout the solar value chain.

**Q1.**

Provide your company waste-management policy (packaging, site debris)

Add any comments

Choose files or drag here

**Q2.**

Provide your company policy for end-of-life/recycling for equipment you maintain or replace.

Add any comments

Choose files or drag here

**Q3.**

Provide your company ethical-sourcing statement or supplier code

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## Preview & Submit

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Please add any comments or upload extra documentation with reference to the pillar and question number.

File / Image upload

Choose files or drag here

