

Sales

Your contact details

First / Last name*

Company name*

Email address*

Phone number*

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

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

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

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

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.

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

*

Choose files or drag here

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

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.

Q1.

Please provide 3 references from customers in the past year including their contact details. Referees must be amenable to being contacted by SEANZ. Example: these could be copied and pasted google reviews along with customer phone numbers

Choose files or drag here

Add any comments

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

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

Preview & Submit

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

File / Image upload

Choose files or drag here

