Customer Warranty & Information Booklet

Your new solar PV system has now been installed

Contained in this booklet is information regarding maintenance, warranties, system details, procedures and the next steps in the solar process.

GOLD MASTER ELECTRICIAN

CERTIFI INTERNATIONAL ISO 9001 Quality Management ★★★★★

CERTIFI INTERNATIONAL ISO 45001 Safety Management ★★★★★

NEW ENERGY TECH Approved Seller

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info@saegroup.com.au
www.saegroup.com.au

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Electrical Licences: NSW: 227562C | QLD: 72258

Congratulations on your new solar system

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Company Overview

SAE Group is a wholly owned and operated Australian company specialising in energy efficient technology designed by electrical contractors with over 48 years of combined experience. Our commitment is to create the ideal solution for each and every project while paving the way to a carbon neutral future.

We provide professional, economical and sustainable solutions of the highest quality with expertise in solar power, off-grid battery solutions, air conditioning and electrical services including level 1 and level 2 accreditation in Essential Energy.

Our wide range of products is specified for the harsh Australian climate and carries the highest warranties available. All equipment is Clean Energy Council approved, while our preferred equipment is independently rated as some of the best available and offered at extremely competitive pricing. Our dedicated team of accredited professionals will provide you with a fast, friendly and efficient installation.

We are committed to helping you manage the transition to sustainable, cleaner, energy efficient solutions.

Contact SAE Group

Phone	1300 18 20 50
Email	info@saegroup.com.au
Web	www.saegroup.com.au

How does a system work?

1. Solar panels turn UV light into direct current (DC) power.
2. An inverter turns DC current into alternating current (AC) for use in your home.
3. A solar meter measures how much your solar system produces.
4. Excess power you don't use can be stored in a battery (should you choose to purchase one) to be consumed when there is a blackout so that your lights can stay on!

Equipment Installed

Photovoltaic Panels

Function: Solar PV (Photovoltaic] modules use semiconducting materials to directly convert sunlight into direct current (DC) electricity, making it a clean, sustainable energy technology.

Location: Multiple modules are wired tog ether to form an array. The larger the array area (the more panels you have installed) the more electricity that will be produced. In the southern hemisphere, the ideal location for these to be installed is on the north facing roof and at an optimum angle of 27-28 degrees.

Inverter

Function: Solar inverters play a crucial role in any solar energy system. The function of the inverter is to convert DC electricity produced by the solar panels, into alternating current (AC), meaning it can be used to power all commercial appliances and fed back into a commercial electricity grid.

Location: Inverters are ideally located adjacent to the house main switchboard. They can also be installed in an alternate location due to the nature of the inverter supplied or any physical limitations deemed by the installer during installation .

AC/DC Isolators

Function: The isolator is designed to isolate the PV array output into the inverter. This may need to be used in the event of system maintenance, for safety purposes or in emergency situations.

Location: The isolator is mounted next to the inverter and is clearly labelled “DC Isolator”.

Solar Racking

Function: Designed for residential and commercial applications, the racking is mounted to the roof providing a rigid structure on which the solar panels are secured. Featuring a low-profile installation, the racking system adapts to tiled and tin roof types and uses minimal roof penetrations for a leak-proof fit. Manufactured from TS aluminium, the rail comes in various lengths and is anodized for increased durability.

Location: The racking is secured to domestic housing or commercial roofs and can also be attached to external structures such as garages and car ports depending on the structural integrity of the roof.

Warranty Information

Photovoltaic Panels

Should you require warranty information regarding your system and the equipment installed, please find a QR code below which will take you to our website. Simply open your camera as though you are taking a photo and a link to this page should pop up on your screen. Click this link and once you are on our website, you can select the product/brand relevant to you. The products your system is comprised of will be listed on your contract. Alternatively, you can visit the link directly at: www.saegroup.com.au/warranty-spec-sheets/

Congratulations on your purchase

SAE Group Exclusive Solar Warranty

1 **A.** SAE Group Pty Ltd shall be responsible only for any defect/s in the Goods supplied by SAE Group Pty Ltd (except those defect/s covered by Clause 2) or for faulty workmanship of SAE Group Pty Ltd appearing in the work within a period of 12 years from the date of installation ("the Guarantee Period").

B. SAE Group Pty Ltd shall not be liable for any defect/s in the Goods unless the defect/s has occurred during the Guarantee Period and has been notified to SAE Group within 7 days after its appearance.

C. SAE Group Pty Ltd shall make available or otherwise provide the Customer with the benefit of warranties and guarantees provided by the manufacturers or suppliers of the Goods. Original warranty documentation will be provided to the Customer by SAE Group Pty Ltd in the Operation Manual.

D. Manufacturers warranty for all third party products including PV Modules, Inverters, Charge Controllers, Batteries, and Mounting frames are warranted by the manufacturer, please refer to their warranty documents provided. Electrical Isolation devices and fixings have a 1 year warranty.

Exclusions & Limitations next page >

SAE Group Exclusive Solar Warranty

Exclusions & Limitations

2 A. While all due care will be taken, SAE Group Pty Ltd will not accept responsibility for components supplied by the Customer or for goods that are used or dealt with in any way that is not usual.

B. SAE Group Pty Ltd will not be responsible for loss or damage to any of the Customer's property, real or personal, or for any faults or defects in the Goods due to misuse or damage caused by others, including the Customer, or if the Goods fail to operate due to any or all of the following including but without limitation:-

i. An event of Force Majeure,

ii. Atmosphere electrical discharges;

iii. Flooding or water damage, however caused,

iv. The data supplied by the Customer was inaccurate or untrue,

v. Improper maintenance by the Customer;

vi. The Customer has failed to maintain the site to ensure that there is no obstruction to the successful operation of the System,

vii. Unauthorised repairs, modifications or additions by the Customer,

viii. Faulty operation of Customer equipment,

ix. The System fails to operate because of climate conditions beyond that which could be reasonably anticipated having regard to Site location and recorded weather patterns,

x. Utility spikes,

xi. Natural disaster, or

xii. Any other cause beyond the control of SAE Group Pty Ltd.

C. Except as required by the Trade Practices Act or any other Act all implied conditions and warranties are hereby excluded. Subject to those conditions and warranties necessarily implied under the Trade Practices Act or any other Act, the Customer's sole and exclusive remedy for any damage whether direct, indirect, special, consequential or contingent shall, at SAE Group's option, be limited to the following:

i. in the case of goods:

a) The replacement of the goods or supply of equivalent goods

b) The repair of goods

c) The payment of the cost of replacing or repairing equivalent goods

ii. in the case of services:

a) The supply of the services again

b) The payment of the cost of having the services supplied again

So long as:

Defects have arisen solely from faulty equipment, materials or workmanship;

The equipment has not received maltreatment, inattention or interference;

Accessories of any kind used by the Customer are manufactured by or approved by SAE Group Pty Ltd;

The seals of any kind on the equipment remain unbroken; and

The defective parts are promptly returned free of cost to SAE Group Pty Ltd.

D. In the event a third party completes work on an SAE Group installed system or servicing is not carried out as recommended, your warranty may be void.

E. Workmanship warranty is non transferable to a new home owner.

What Next

Meter change and connecting to the grid

Your existing meter will need to be replaced or reconfigured by a new import/export meter before you can connect your new solar system to the grid. SAE Group notifies your energy distributor (Ergon, Energex, Ausgrid or Essential Energy depending on what state you live in) once you are installed and within 7 days of receiving payment, to organise for this meter change to occur. In QLD, Energex/Ergon takes up to 20 business days upon receipt of the relevant paperwork from SAE to come out and install the new meter. Once this has happened your system will be ready to be turned on, please follow the shut-down/start-up procedure located in this booklet for instructions on how to operate your system. If a Form 3 is left on your property after Energex have been out please call our office on 1300 18 20 50.

Feed-in-tariffs

A feed-in-tariff is the rate you are paid for electricity generated by your solar PV system that you export back to the grid. Almost all feed-in tariffs on offer are now 'net' feed-in tariffs. This means that the electricity produced by your solar panels will be used in your home first, and then any unused electricity will be exported to the grid. Under a net feed-in tariff, you may earn money on the electricity that is exported to the grid. The feed-in tariffs offered differ from state to state, and from retailer to retailer. In some states the Government regulates a minimum rate, and in other states it is up to you to negotiate a deal with your electricity retailer. Note that there is no state Government-regulated minimum retailer payment in New South Wales or South East Queensland. This means that because the retailer feed in tariff is less than the rate you pay for electricity per kWh, the idea is to use power throughout the day (not all at once) and ensure you send as little power back to the grid as possible. It is worth shopping around to find out which electricity retailers offer better rates for solar customers.

Questions to ask your electricity retailer

- What price will they pay you for your electricity (in cents per kilowatt hours (kWh))?
- What is the cost of the electricity you purchase from them (in cents per kWh) and will you lose your off-peak rates once you install solar?
- Will you be charged a higher daily fixed charge component if you connect solar?
- Are there any penalty clauses (termination costs) or other administration fees?
- What will be the form of payment for electricity you produce? (For example will you receive cash or a credit on your electricity bill?)

After your system has been installed, make sure your electricity bill reflects the correct tariff.

Home insurance

It is our recommendation that you contact your home insurance company to advise them of your new solar system so that the value of this system is covered in the unfortunate event that you should need to make a claim.

Reading Your Inverter

To monitor how much power (kWh) your solar panels have generated, please read the inverter display.

E-Today – amount of kWh produced that day

E-Total – amount of kWh produced since the inverter has been turned on

Average daily production of a solar PV system

The power output of a solar PV system depends on its efficiency, size and location. The table below provided by the Clean Energy Council shows the average daily production of some common grid-connected systems throughout Australia.

IMPORTANT: It is the owner's responsibility to check the inverter weekly to ensure the green light is on and is working during **daylight hours.**

City	1kW	3kW	5kW	10kW	15kW
Adelaide	4.2	12.6	21	42	63
Alice Springs	5	15	25	50	75
Brisbane	4.2	12.6	21	42	63
Cairns	4.2	12.6	21	42	63
Canberra	4.3	12.9	21.5	43	64.5
Darwin	4.4	13.2	22	44	66
Hobart	3.5	10.5	17.5	35	52.5
Melbourne	3.6	10.8	18	36	54
Perth	4.4	13.2	22	44	66
Sydney	3.9	11.7	19.5	39	58.5

The rated output is that achieved in perfect laboratory conditions. The Clean Energy Council design summary software takes these de-ratings into account when predicting averages for any given system. Panels generate more electricity in summer than in winter. The table above reflects the electricity generated averaged across the whole year. A typical Australian house consumes around 18 kilowatt hours (kWh) of electricity per day. This means that a 1-2 kW system could displace 25-40 per cent of your average electricity bill. By monitoring your E-Totals and E-Today you can keep track of your solar generation.

If you feel that your solar system is not performing as expected, please fill out the "Solar Generation Log" on the next page and return to SAE Group for assessment. (Please note, it is essential that you record the weather conditions for each day for accurate assessment.)

Please refer to your inverter manual for more details on your specific inverter model. Alternatively, there are monitors available to help you track your usage. Contact SAE Group on 1300 18 20 50 for more information.

How to monitor your solar system

Solar Generation Log

Please complete your details and solar readings below to help you monitor your solar generation. If you feel as though your system may be under producing, please send this information to us for assessment. Should you have any questions or queries please feel free to contact our office.

Customer / System Details					
System Size (please circle)	3kWh	5kWh	8kWh	10kWh	15kWh
Orientations of panels (please circle)	North	North East	East	North West	West
Shading (per daylight hours - please circle)	1 hour	2 hours	3 hours	4 hours	5 hours

Date	Time	E-Total Reading kWh	Weather Conditions (Sun/Rain/Cloud)	E-Today kWh

Send us your results

Email service@saegroup.com.au

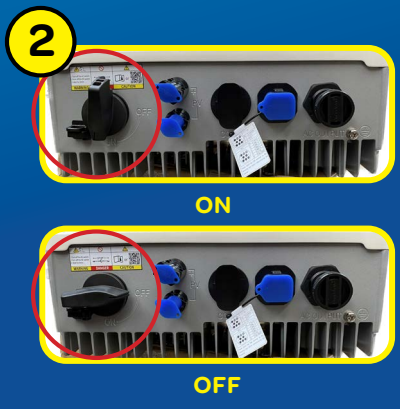
Post PO Box 6882 Tweed Heads South NSW 2486

Fax 07 5524 6003

Shut-down & Start-up Procedure

Shut-down

1. Switch off the AC solar supply main switch located in the meter board (or distribution board).
2. Switch off the isolator on the inverter.



Start-up

Start-up is performed in the reverse order to the above shut-down procedure. Switch on the PV array main switch first then switch on the solar supply main switch.

WARNING: Always switch off the SOLAR SUPPLY MAIN SWITCH first then the PV ARRAY MAIN SWITCH before working on the system. Do not remove any solar modules or DC cabling as hazardous voltages exist.

Maintain & enjoy your solar system

Maintenance

Maintenance is required to ensure efficient operation of your solar system.
The panels should be kept clean of dust, leaves, and bird bat droppings as this will impact the efficiency of the solar system performance and could result in substantial financial loss over the lifespan of the system. Solar system warranties may be void if regular maintenance is not conducted.

SAE Group can provide a maintenance service consisting of:

- Checking the brackets fixing the solar panels to make sure they remain secure
- Cleaning the panels and removal of any dust, leaves, bird/bat droppings etc
- Visually checking for signs of loose connections in wiring and cabling

If you would like a maintenance service booked in please call the office on 1300 18 20 50 or email service@saegroup.com.au

WARNING: If the solar modules need to be accessed on the roof, appropriate fall protection and safety precautions MUST be used to prevent injury.

• Solar Modules (Check every 12 months)

The solar modules will usually stay clean from rain. During extended dry or dusty conditions, it may be necessary to hose the modules with water from the ground. They may also be cleaned with warm soapy water and a soft brush. It is essential that the cleaning of the panels is performed when the sun is not shining directly overhead - early morning or late in the day would be a suitable time (depending on the orientation of your panels).

Note any changes or discolouration in the modules. Ensure they are firmly attached to the frames.

• Inverter (Check every week)

Regularly check the inverter is operating by monitoring the display. Ensure the inverter is kept free of dirt and leaves to prevent heat build up. Check that the inverter is mechanically secured to the wall and all connections are secure.

WARNING: The inverter may get hot during normal operation. Be careful when cleaning as the heatsink may reach 60°C.

• Frames (Check every 12 months)

Check the frames are secure and there is no sign of rust or corrosion.

• Cabling (Check every 12 months)

Check all cables, conduits and fixings are mechanically secure.

• Switches (Check every 12 months)

Check the switches operate correctly by switching them off then on (always switch off SOLAR MAIN SWITCH first). Ensure they are mechanically secure.

• Meters (Check every 12 months)

Check metering displays are operational.

WARNING: In case of a system failure please follow the shutdown procedure on the previous page and call SAE Group on 1300 18 20 50.

Maintain & enjoy your solar system

Maintenance

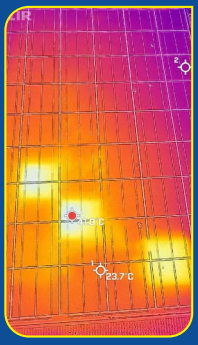
Taking care of solar panels: what ***not*** to do

• Delay or avoid cleaning and servicing

Build up of grime and animals droppings will cause cell damage to your panels over time. Regular cleaning of your panels will help to ensure your panels are performing the best they can. Avoiding or delaying cleaning can result in damage to the panels and voided warranties. The panels in the images to the right were not cleaned or maintained. Five years after installation when the customer starting having issues, they undertook cleaning of the panels. Even after conducting cleaning, thermal imaging shows hot spots on the panels which are irreversible and unfortunately will not be covered under warranty.

• Birds nesting on and underneath the panels

When birds nest on and/or underneath your solar panels, they can cause damage the PV array cabling. If required, as a preventative measure, we suggest installing netting or mesh around your panels.



• Shade or cover of panels

Panels cannot be covered by continual shade or any other objects such as overgrown foliage or roofing being installed above panels.

• Use chemicals, paints or other substances

Do not clean panels with any chemicals. The use of any chemicals on your panels will void the manufacturers warranty as will any contact with paint or other substances.

• Put weight or objects on the panels

Do not stand, lean, put weight or any objects on top of the panels. Doing so will damage the internal cells and is not covered under the manufacturers warranty.

Maintenance

Upgrading Your System

Your ability to upgrade your system in the future may depend on a number of factors, including receiving permission from your distributor, on suitable PV modules still being available, and on any upgrades meeting current Australian Standards. Upgrading your system may also result in losing your feed-in tariff. You will need to check with your electricity retailer and distributor to find out what the requirements are for upgrading your system. The requirements may differ from state to state. Contact SAE Group for further information.

Maintenance Procedure & Log

Important Note: Warranty claims will be void if unauthorised persons open or modify components.

Cleaning the PV array should only be carried out by a CEC Accredited electrician who has been trained to work at heights and use the appropriate safety equipment and tools.

We encourage system owners to keep record of solar servicing, this information can be used by SAE Group on behalf of customers should warranty lodgement be required. We will always do our best to maintain these records as well, however ultimately it is the responsibility of the owner to appropriately maintain the solar system and keep these records. Please speak to our service team to discuss options for a single solar service or 3 - 5 year packages.

On Going Maintenance Record

Service Date:

Electrician Date:

Accreditation #:

Company Name:

Comments:

Signature:

Service Date:

Electrician Date:

Accreditation #:

Company Name:

Comments:

Signature:

Service Date:

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SAE GROUP
SOLAR AND ENERGY

Service Date:

Electrician Date:

Accreditation #:

Company Name:

Comments:

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Service Date:

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Company Name:

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How is your solar system working for you? How to read your electricity bill with solar

So you've had a solar system installed and are still receiving power bills higher than expected with what seems to be very little solar credit... is your solar system not working efficiently?

There are 3 main factors to consider:

1. What is your daily usage? (The power you are buying from the retailer on a daily basis – usually indicated on the front page of your bill).
2. How much solar power are you sending back to the electricity grid? (The kilowatt hours (kWh) you are credited for by your electricity retailer, usually indicated on the 'charges, calculation and usage' section on your bill - often written as 'solar contribution' or 'solar feed in').
3. What is your solar system's daily production? (Checking your solar inverter is the only way to determine this information).

Firstly, you should check how many kWh you have used in the past compared with now, using previous and current bills. Your 'average daily usage' in kWh should be on the front of your electricity bill. If your electricity usage is fairly high, you have increased your electricity usage or your retailer has increased their charges, you will pay more when your electricity bill arrives. It is often forgotten that in the winter months we tend to use more electricity due to the amplified use of heaters, electric blankets etc; whilst the solar system often produces less due to reduced daylight hours and increased shading on the panels. In the summer however, you may have air conditioners, fans and pool pumps running more regularly yet the sunlight hours are also extended which usually helps to compensate for these additional expenditures.

The solar credits (as outlined on your electricity bill) indicate the money you have been paid for solar power in kWh that you have NOT used and effectively sent back to the electricity grid. Those figures are not what your solar system has produced in total for that billing cycle. (The only way of determining your solar system production is by checking the readings on the display screen of your inverter). To determine how much solar power you do not use and send back to the grid each day – you should divide the amount of kWh sent back, by the billing period in days.

E.g. Bill Period = 90 days

Solar Contribution = 400kWh

How is your solar system working for you? How to read your electricity bill with solar

Depending on the brand of inverter you have installed, your inverter should display a "Today" reading or something similar. This reading indicates how many watts your system has produced since it turned on that day. By deciphering your average daily kWh usage from your electricity bill as explained above and taking the "Today" reading from your inverter, you will be able to obtain an understanding of how much power you use versus how much power your system produces and hence an approximate amount you can expect to be billed for. (Remembering that whatever power is used during the day while the system is performing, the solar production will power your usage first, with any excess production sent back to the grid and credited to you at the feed-in tariff rate you have signed up for).

This is why if you are receiving a feed-in tariff lower than the rate you pay for power (Approx. 30c) it is in your best interest to change your energy consumption habits and try to use your electricity throughout the day when the solar power is indicating peak production (10am-3pm on clear sunny days). Remembering also that your retailer will charge you a 'service charge' – these vary and can be as high as $150 per quarter in NSW.

There are also numerous other factors to consider with system under performance aside from seasonal weather conditions. These include;

- **Shade**
- **Roof orientation/pitch**
- **Soiled panels (bird/bat droppings, leaves, dust etc) or;**
- **A system or inverter fault**

We recommend that you monitor your solar system regularly by checking for a green light and readings displayed on your inverter screen (during daylight hours – the system will power itself off at the end of the day). If there is a grid failure or an error with the inverter it can go unnoticed for weeks or even months if not checked regularly, meaning that your system will not be generating electricity and therefore not contributing to your electricity bills. The sooner you notice anything unusual or if there is a fault light or message on the display the sooner the issue can be addressed and we can help get you back up and running. SAE Group also offers full system maintenance checks – please contact our office for more information on this service and how it could benefit you.

If you do feel as though your system may be under producing, or you still have some questions after reading this document, please don't hesitate to contact our office on 1300 18 20 50.

FAQ's

To enable you to monitor your solar system efficiently, it is recommended that once your solar system is installed you make yourself familiar with the inverter user manual and all documentation relating to your system.

Q: What happens to my solar system during a blackout/power cut?

A: During a 'blackout' or power cut, all grid connected solar inverters (solar systems) will automatically shut down. This is a legal requirement as a safety precaution, due to the possibility of utility repairs being conducted and the workers potentially touching live wires that are still receiving electrical currents from solar installations. Once the power is back on, you should always check that your inverter has started up normally. On the front of the inverter will be a 'shut down procedure' and to restart, you should follow instructions in reverse order (refer to page 9 of this booklet for more information).

Q: I checked my solar inverter during the evening and there is no display or lights on the unit – is it faulty?

A: If the voltage is too low (during sunset or sunrise) the inverter will shut down until the DC input voltage is sufficiently high enough to register again. Some inverters will indicate 'voltage low' with a flashing light prior to going into 'sleep mode'.

Q: Why am I receiving higher bills than my neighbour who has exactly the same system?

A: You can never really 'compare apples with apples' as it is highly unlikely that all components, the orientation and roof pitch and certainly your daily electricity usage (the power that you purchase from your retailer) and habits will be the same as that of your neighbours.

Q: Is my solar system producing normally?

A: The only way of determining your solar system production is by checking the readings on the display of your inverter. You should monitor the readings over a 7-10 day period. Please refer to the pages in this booklet for more information and a solar log template to monitor the readings. If you believe they are lower than•expected please send to SAE Group for assessment.

Q: Why is there an error/fault message and/or red light displaying on my system?

A: From time to time a disturbance in the electricity grid, caused by a voltage spike, can cause your inverter to shut down or go into 'fault mode' in order to protect your property and the inverter. It is advised to refer to the inverter operating manual and also try restarting your system manually following the 'shut down and start up procedure' (included in this booklet). It is recommended that you then monitor your system, as generally it will correct itself. If your inverter continues to display an error message, please contact the SAE Group and we will be happy to help resolve the issue.

Q: What can cause under-production?

A: There are a number of factor that can affect the solar systems production:

• **Shade**

It is not only trees and other buildings that create shading on your solar panels. Television antennae, leaves, bird/bat droppings, pollen and general dirt, debris and dust are also examples of shade. If one panel is shaded, even partially, this will affect the overall system production.

• **Time of year / weather conditions**

Your solar system will produce more during the long summer months than in the shorter winter months. However, the solar panels are more efficient when the temperature does not rise above 40°C, therefore you may find peak production can be during the spring or autumn months. The system will work more efficiently under light, bright conditions. Heavily overcast days will reduce production.

• **Roof Orientation**

Ideally, your solar panels should be installed on a true North facing roof for optimum production. Systems installed on North East/North West roofs will still be extremely effective and production will only be reduced by approximately 5-7%. Systems installed on West or East roofs will see a loss of around 12-15% and those installed on South facing roofs (never recommended) will see a loss of around 35-40%.

Q: My electricity bill has gone up; is my system working inefficiently?

A: There are a number of factors to consider;

• Firstly, you should check how many kilowatt hours (kWh) you have used in the past compared with now (using previous and current bills). Your 'average daily usage' in kWh should be on the front of your electricity bill. If you have been using more power than normal or your retailer has increased their charges, you will pay more when your electricity bill arrives.

• To use your solar system efficiently and see greater savings, you should not increase your energy consumption but change your energy consumption habits and try to use your electricity throughout the day when the solar power is indicating peak production (10am-3pm on clear sunny days).

• As recommended, you should monitor your system regularly by checking the solar inverter. The sooner you notice anything unusual or if there is a fault light or message on the display the sooner the issue can be addressed.

Q: Will I be required to clean my solar panels and if so how should I clean them?

A: Although the rain removes some dirt and dust, depending on the environment that you live, it is recommended that you clean your solar panels at least twice a year to enable optimum production. If the environment is very polluted, or you experience a lot of dust and debris or salt spray, you may wish to clean the panels more frequently. It is advised that the panels are cleaned when they are not in full sun – cloudy days or very early in the morning or late in the afternoon are suitable times. A soft cloth or soft brush (or even a soft mop) for heavily soiled panels can be used with very mild dish washing detergent if necessary. You should ensure you rinse the panels thoroughly and be careful not to scratch them. SAE Group offers a full maintenance and panel cleaning service.

Q: Why is my monitoring offline and what should I do?

A: Your online monitoring may go 'offline' for a few reasons. The most common is that there has been a change in the network (password change, replaced modem etc) that causes the inverter to lose connection to the solar inverter. This can also happen in the case of a power outage. Firstly, if there has been no change in the network you can turn off the modem and the solar at the same time, following the restart procedure – leave both units off for 10 minutes, and turn both back on again. If they do not re-join please visit our website for instructions on how to complete the reconnection if it is accessible for end users on your unit. In the interim, you can check that your solar system is operating correctly by checking the screen and/or lights on the solar inverter, it is usually just the network that has dropped out but the system itself may be working perfectly fine.

Q: Why am I not seeing the rated output of my solar system on my inverter?
(e.g. solar panels rated at 2.0kW not showing 2000w at any one time)

A: The inverter will indicate the 'current power' coming from the panels in addition to the total energy produced. There are expected losses in every solar system due to the following factors;

- Power Tolerance
- Temperature Loss
- Dirt/Shade Loss
- Cabling/Wiring
- Inverter Efficiency

Q: What do I do if my solar system is damaged or vandalized?

A: You should contact SAE Group to arrange an inspection of your system to determine the extent of the damage. It is always advised that you notify your household insurance company of your solar installation in case of any future claim.

Q: The house I have bought has a system installed by SAE Group, is my system still under warranty?

A: Any product warranty will be transferred to the new owner providing it is in warranty policy of the product manufacturer. Any SAE Group workmanship warranty will not be transferred to the new owner. SAE Group are committed to continuing works on the system at a cost to the new owner.

Q: What is included in a solar maintenance service?

A:

- Clean panels and frames to ensure you are generating maximum output
- Bolts on tilt frames, mid and end clamps are in place and tight
- Vermin – check to see if any cabling has been disturbed or damaged
- Isolators - check the isolators to ensure they still work, IP rating not affected, no water ingress and compliant
- Panels – inspection and clean of panels to ensure they are undamaged and in working order
- Verify the voltage and ISC are to be expected
- Labels – check to ensure all labels are still readable and in place
- Any new shading concerns will be notified, i.e. trees over grown etc.
- Check and clean any fans or filters
- String fuses – check terminals and verify they haven't blown, ensure they are compliant
- MC4 connections – check for evidence of arching
- Conduit and fittings – visual check to ensure still in good order
- A full service report

Refer a friend or family member to SAE Group & be rewarded!

Simply let us know the details of any of your friends or family who might be interested in installing a solar system and if they sign up with SAE Group, **you will receive a $100 e-Gift Card***. It's that easy!

And that's not all we reward our loyal customers with! If you love the products and services we have provided you with and you decide to come back for more, you will receive $200 off the price of our standard supply and installation quotes on any Solar or Air Conditioning service.

Customer Feedback & Testimonials

Your feedback is important to us. At SAE Group we are constantly striving to find new ways to better service our clients' needs and to provide them with the best possible service we can. We welcome your compliments, suggestions and criticisms. It gives us the opportunity to recognize staff, improve the way we communicate and helps us to know that we are delivering our services effectively. If you are completely satisfied with the service you have received from us, please let us know by providing us with a testimonial or a review.

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Your testimonial/review may be used on SAE Group's website and marketing material.

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