

## SOLAR PANELS – CONSUMER CHECKLIST

Home owners should **not** try to check on the installation of solar panels themselves.

There are a few simple things you can do to reassure yourself about your panels.

### 1. Check that your contractor was properly licensed to undertake the work

Builders and electricians installing grid connected PV arrays must be licensed. If you used a builder to do the installation part of the work, they must subcontract the wiring part of the job to someone who holds an electrical licence AND has accredited training in solar panel installation. These details should be on the contract and the Certificate of Compliance for the work. You can check licence details on the Fair Trading website.

### 2. Check that your solar panels comply with Australian wiring rules

The electrician should have provided you with a Certificate of Compliance for Electrical Work, attesting that the work is compliant with Australian wiring rules. They are also required to provide a copy to the energy network operator. If you do not have a copy of the Certificate talk to your builder or electrician to ask for a copy.

### 3. Get expert advice

If you have concerns that your panels might not be properly installed you may wish to engage a qualified electrician who has accredited training in solar panel installation at your own cost, to inspect the work.

### 4. Remove combustible material

Ensure no combustible material, fuels and flammable products are located near the circuit breaker and switch box/es.

### 5. Check that you have home warranty insurance

If the value of the work including labour and materials exceeds \$20,000 (\$12,000 if the contract was entered into prior to 1 February 2012) you should have been provided with a Home Warranty Insurance certificate. Any rebate you may claim for the installation of solar panels must **not** be deducted from the cost of the work to avoid the \$20,000 threshold for home warranty insurance. If you were not given proof of home warranty insurance, you should ask your installer for a certificate.

## You are protected by statutory warranties and consumer guarantees

Installations are covered by statutory warranty for a period of 2 years, or 6 years in some circumstances under NSW laws (or 7 years if the contract was entered into prior to 1 February 2012). The Australian Consumer Law also provides consumers with guarantees that have no specific time limit and exist regardless of any additional voluntary warranty provided by the solar panel retailer or manufacturer.

## NSW Fair Trading can assist you to resolve a dispute

If you cannot resolve a problem with your builder or electrician, or they refuse to supply you with certificates, you can make a complaint to Fair Trading. Fair Trading provides a free dispute resolution service.

## Can anyone else help with a building dispute?

If a dispute cannot be resolved between a consumer and builder/electrician or with Fair Trading's dispute resolution assistance then either party may consider lodging an application with the NSW Civil and Administrative Tribunal (NCAT).

## Helpful information

The Fair Trading website has detailed information on solar panels, statutory warranties, home warranty insurance and building disputes.

Call 1800 055 555 between 8:30am and 5pm or visit  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)