

OUR SERVICES

Our solar installation services include a FREE initial consultation service offered online via phone and email. We will offer a quotation based on the information gathered and supplied by the client.

All quotes are subject to a complete technical site visit being undertaken by our Solar Project Manager before full confirmation of pricing is completed. This visit is not undertaken unless our quote has been accepted.

We specialise in LIFESTYLE OFF GRID SOLAR ENERGY SYSTEMS – we also supply residential grid connected solar systems with or without battery support.

We complete all network applications on your behalf, site testing and lodgement of all final compliance documentation. An Electrical COC and the inspectors ROI are supplied following your system installation. An owners booklet is supplied along with an onsite overview of the systems operation by our Solar Project Manager.

Our systems are fully compliant and installed with a high quality of workmanship backed by our SEANZ Code of Conduct.

We also offer supply of solar energy componentry and battery banks.

TERMS OF PAYMENT

All Solar Energy Systems require a deposit as part of the quote acceptance procedure. Our Off Grid Solar Energy Systems require the completion of a SEANZ contract which includes a payment schedule as well as full system details.

Full payment within 7 days of system completion is required. We do have a debt collection policy for accounts that run overdue without payment.

No componentry orders are dispatched for delivery until full payment has been processed. Our terms of payment are upon receipt of invoice for componentry orders and battery banks.

Payment to be completed by deposit to GOOD ENERGY bank account upon invoice using invoice number and your name as reference.

Componentry only orders can be delivered throughout New Zealand for any valid delivery address.

RETURNS POLICY

Items once ordered and shipped can not be returned unless the component has a technical fault that falls under the components warranty cover. Please ensure that you fully understand the componentry you are ordering and accepting before proceeding with your order.

In the unusual event that you have changed your mind about a product you have purchased, you must contact Good Energy immediately to find out if there are any options that will enable you to return the item. Returned items must not have been unpackaged and must be returned in new condition. Returns are only accepted with Good Energy's agreement.

Items that have been connected or used can not be returned unless there is a proven manufacturers fault with the item that falls within the warranty period.

Batteries can not be returned under any circumstances unless following assessment and inspection a manufacturers fault has been detected within the warranty cover period.

In cases of valid warranty claims, Good Energy will handle requesting and ordering your replacement items subject to stock being available.

INSTALLATION COMPLIANCE

Our installations conform to the following applicable electrical standards, and are installed by qualified electricians.

AS/NZS 3000 Electrical Wiring Rules

AS 4777 Design & Installation of Grid-Tie Systems

AS 4509.1 Design & Installation of Stand Alone Power Systems

AS/NZS 5033 Photovoltaic modules

AS 4086 Secondary Batteries for use with Stand Alone Power Systems

Should any AS/NZS Standards change during the acceptance and installation period of a solar system - requirements to meet those new standards may require an upgrade of some parts or components. In order to ensure that the system design complies under any new legislation and meets electrical inspection requirements, these items will be amended and the client will meet any additional costs in order to comply.