

# PV Magazine Insight on Quality Discussion

November 5th, 2020





Making energy better.



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**Who**

we are

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**What**

is the role of the wholesaler  
regarding product warranties

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**Why**

We care about quality



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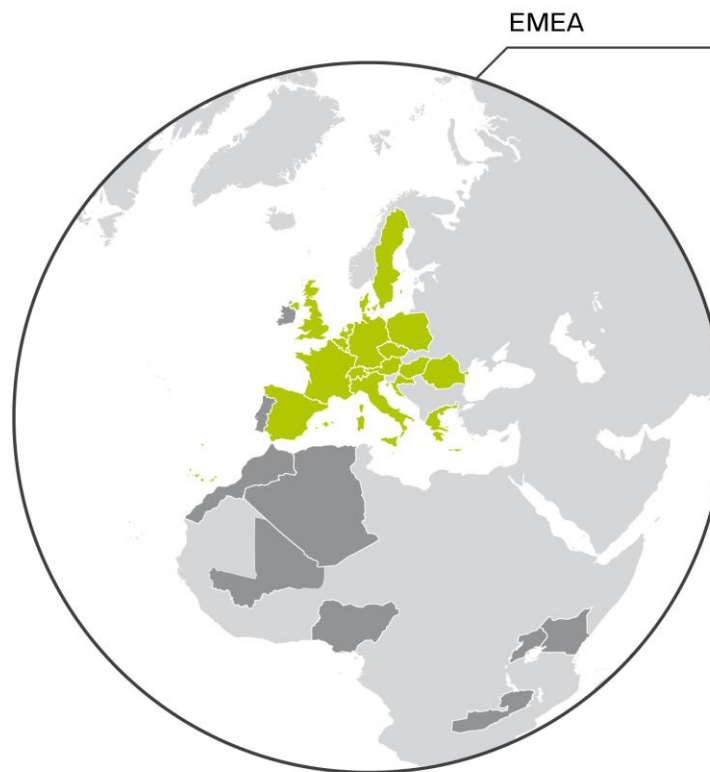
# Who we are



# BayWa r.e. global footprint



**>2,400** employees globally



**82** locations in 26 countries




**1.99**bn Euro turnover

 BayWa r.e. location     Active in the market

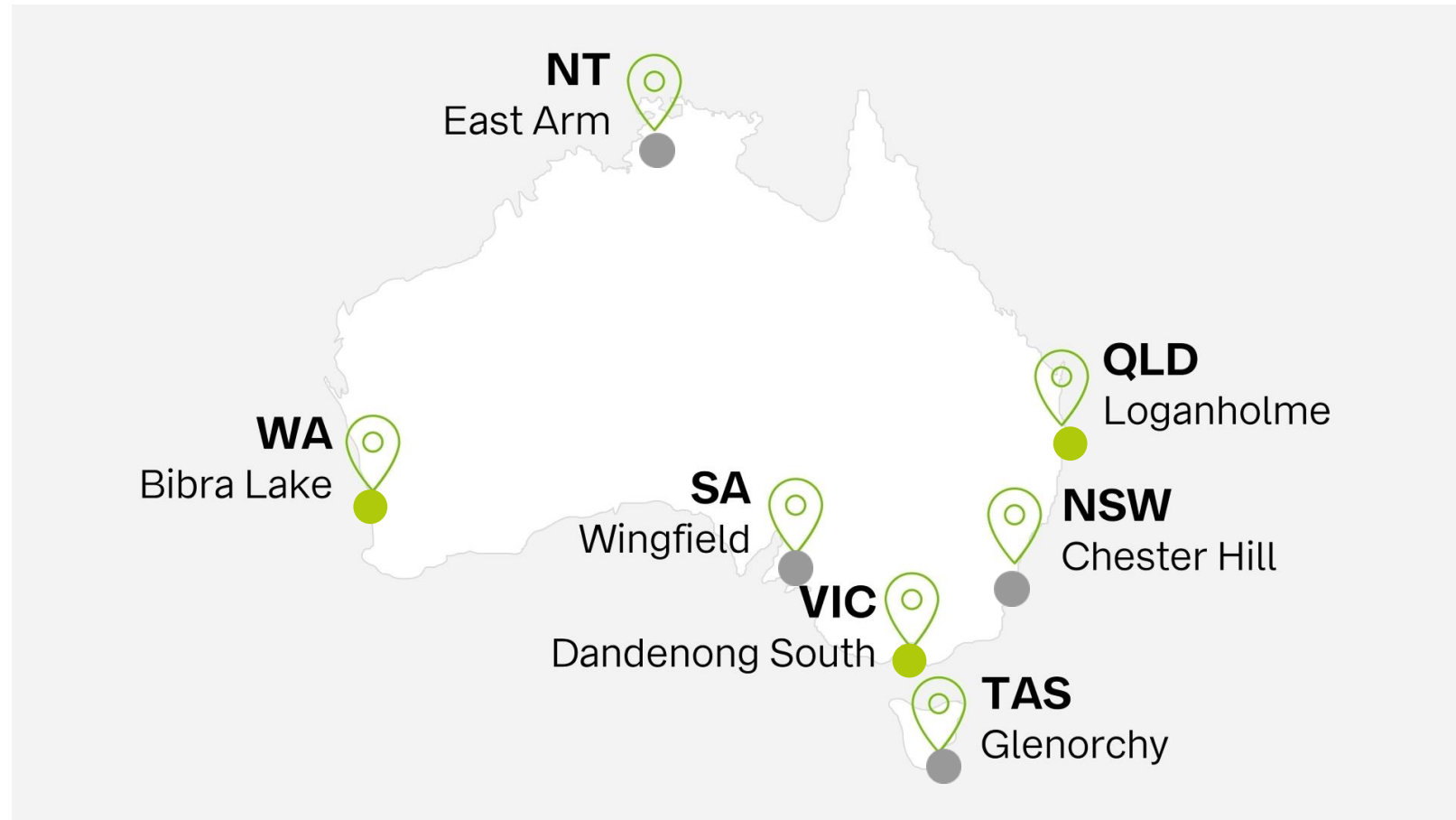




## BayWa r.e. national footprint

 **25** Employees around Australia

 **3** Offices in Bibra Lake, Dandenong South & Loganholme

 **7** Warehouses around Australia



 BayWa r.e. location     3PL Warehouse



# BayWa r.e. is 100% CO<sub>2</sub> compensated and supports sustainability projects worldwide



**Solar Home Systems:**  
for households in remote areas in Lesotho

**Reforestation:**  
Forest Protection and Reforestation with support of local communities in Zambia



**Off-grid grain mill in Nepal:**  
women empowerment through training and a local value chain



**Donation of solar modules:**  
charging station for an Iraqi refugee camp



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# What

the role of the solar wholesaler is regarding quality control & warranties



## Our Role

### Due Diligence:

- Follow the market and look and analyse suppliers
- Discuss technical aspects of products internally amongst multiple entities

### Product Security:

- Warranty is generally supported by us
- Replacement of products
- Support for installers to get them heard due to our market position

### Financial Security:

- Provide products during unclear warranty arrangements to help installers



### Information Sharing:

- Listen to experiences of installers
- Share the good and the bad between all relevant parties
- Help improve installation standards





# Continuous Learning




## Training:

- Work with state based and national training providers
- Establish our own training centre
- Ensure manufacturers get feedback on what type of training is relevant



## Accredited Solar Training Courses

BayWa r.e. Solar Systems Pty Ltd are proud to announce our latest partnership with [GSES](#), to offer the best in-person and online solar training available on the market. GSES is one of Australia's leading renewable energy training companies that have over 20 years of experience providing cutting edge photovoltaic design, solar training, publications and PV system audits. See below for the range of GSES training courses and publications that are now available.

Seminar Topic	Seminar type	Location	Availability
 GSES Grid-Connected PV Systems Design Only Course	Online	Nationally Recognised Training	31. Mar. 2020 - 00:00 To 01. Jan. 2021 - 00:00
 GSES Grid-Connected PV Systems With Battery Storage Design Course	Online	Nationally Recognised Training	31. Mar. 2020 - 00:00 To 01. Jan. 2021 - 00:00
 GSES Stand Alone Power Systems Design Only Course	Online	Nationally Recognised Training	31. Mar. 2020 - 00:00 To 01. Jan. 2021 - 00:00



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# Why

we care about quality



## Why we care about quality

### Sustainability:

- Buying and selling products that last should be part of our industry.

### Customer Focus:

- Happy customers are the best asset for a business

### Economical:

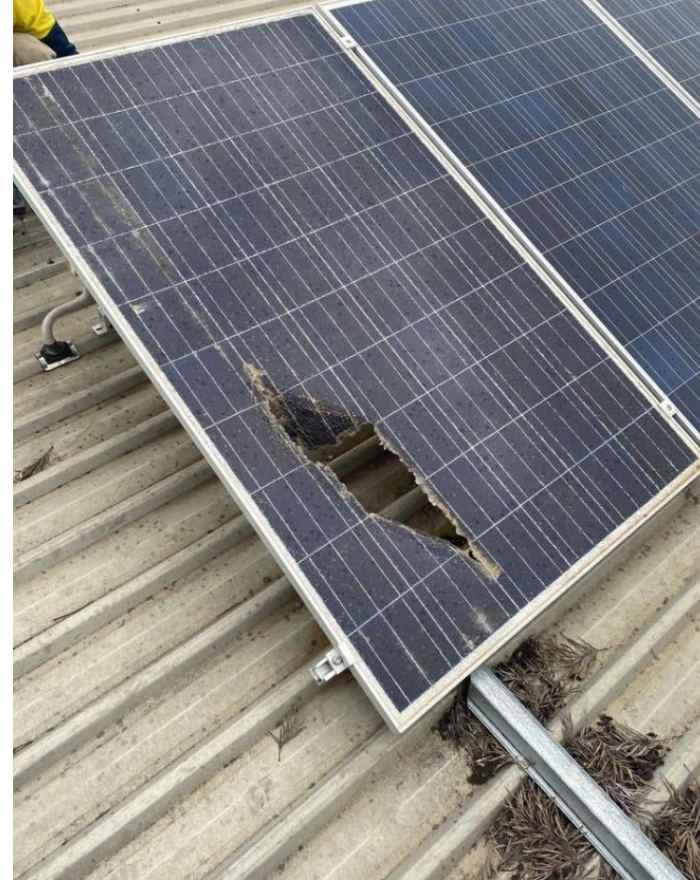
- We regard a business relationship as a long-term partnership.
- The solar industry has evolved into a fast moving product sector but this even more highlights the need to work together for mutual benefit





## Products – Solar panels in particular

- Hot Spots
- Delamination
- Faulty junction boxes
- Cables and connectors
- Second grade cells
- Bad glue from frame to panel
- Soldering weakness between cells
- Less transmissive glass





## Installation Practices

- Cables without protection
- Exposed isolators
- Overhanging panels
- Clamping zones





## Installation Practices

- Using unapproved entry holes in isolators
- Creative distance pieces on tiled roofs
- Extremely close gaps between roof hooks and tiles
- Wrong rail joiners





## Installation Practices

- Non-standard cabling
- Water ingress from (likely) wrong installation
- Overhanging rail





# Suggestions

## Standards:

**We have a very extensive amount of standards which deals with:**

- Designing and installing solar systems
- Inverters
- Storage Systems
- Structural/Wind
- AS3000

**In addition to that we have:**

- CEC Guidelines
- State based wiring rules
- Various Accreditation schemes
- CER compliance rules

## Compliance:

**Retailer vs Installer:**

- There needs to be more compliance checks on solar retailers.

**Focus on what matters:**

- Labels, cable diameters should be less important
- Cable protection, Isolators, Racking systems
- Performance measurements

## CER & CEC:

**CEC:**

- Re-think accreditation

**CER:**

- Re-think STC scheme
- Outlaw solar companies much quicker when breaching rules





# Thank you.

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