PV Magazine Insight on Quality Discussion

November 5th, 2020
Making energy better.

1. Who we are
2. What is the role of the wholesaler regarding product warranties
3. Why We care about quality
1 Who we are
BayWa r.e. global footprint

- >2,400 employees globally
- 82 locations in 26 countries
- 1.99 bn Euro turnover

North America
EMEA
Asia-Pacific

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. is 100% CO₂ 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
2 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
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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