



What is the SP PRO Accredited Integrator Program?

The SP PRO Accredited Integrator (SAI) program is an initiative set up by Selectronic to train and support system integrators working in the field of energy storage. The aim of the program is to address a need within the industry to give system integrators a high level of competency in the design, installation and maintenance of systems that incorporate the Selectronic SP PRO inverter and energy storage technology.

The program requires a commitment from both Selectronic and the SP PRO Accredited Integrator.

Objectives

The objective of the program is to give the SP PRO Accredited Integrator the tools and support to;

- Achieve a high level of system efficiency thereby reducing the customer's energy cost.
- Achieve excellent reliability of energy storage systems.
- Minimise the costs of system maintenance.
- Continually drive down system costs through reduced support costs and design innovation.

Who can become an SP PRO Accredited Integrator?

Businesses that are active in the design and/or the installation of energy storage systems are eligible to become an SP PRO Accredited Integrator. The program is available in Australia and New Zealand only.

Why become an SP PRO Accredited Integrator?

An SP PRO Accredited Integrator will have a distinct commercial advantage in the market place. Selectronic will actively promote the program to the industry and recommend the use of accredited integrators. The result will be peace of mind to the customer and the opportunity for an SAI to greatly increase their business opportunities.

SP PRO Accredited Integrators will always receive priority product and integration support from Selectronic.

What will an SP PRO Accredited Integrator receive from Selectronic?

Additional warranty

All SP PRO inverters installed by an SP PRO Accredited Integrator will receive an additional warranty term as stated in the product documentation at the time of sale.

To receive this additional warranty, the warranty cards must state the SP PRO Accredited Integrator responsible for the integration as well as the installer of a system. This completed warranty card must then be returned to Selectronic within 60 days of the installation after which the SAI and the end user will be rewarded with an additional warranty term as stated on the product documentation at the time of sale. The additional warranty provides a commercial advantage to the SAI.

To ensure the greatest level of service to the customer it is a requirement that any correspondence relating to an SP PRO inverter comes through the nominated SP PRO Accredited Integrator.

Warranty maintenance or repairs

In the event of an SP PRO requiring repair, SP PRO Accredited Integrators will have the ability to receive direct assistance from Selectronic and access to the warranty change over service as per Selectronic Service Terms and Conditions where a replacement unit is sent to the SAI as required*. If the system was installed by a non-SAI, then the customer will be required to either employ an SAI or return the SP PRO to Selectronic for repair.

Performance data review

The SP PRO Accredited Integrator program includes training and tools about the SP PRO performance data and how the performance data can be used to monitor system performance against expected operation and point to any areas of concern. It is expected that the SAI will initially review performance data and contact Selectronic for a second opinion as required. The review of this data will be a free service to an SP PRO Accredited Integrator.

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SP PRO Accredited Integrator Program Terms and Conditions 2017V1

Telephone support

SP PRO Accredited Integrators will receive priority phone support during normal Victorian business hours with the ability to book out of hours phone support (if available). Support request must clearly communicate the nature of the request and be accompanied with your SAI number

Cost recovery

An SP PRO Accredited Integrator is able to make a claim on Selectronic for costs directly related to the warranty repair of an SP PRO to assist them in meeting their obligations under the Australian Consumer Guarantee Act.

In making a claim for costs incurred the following process must be followed as per our [Terms and Conditions of Service](#)

What is required from you?

Standards

SP PRO Accredited Integrators agree to design and install to all relevant standards and to keep abreast of changes to standards particular to their market or industry.

Presentation

SP PRO Accredited Integrators agree to always present and conduct themselves in a professional manner.

Suspected problems or product failures

Call out time

It is agreed that the SP PRO Accredited Integrator will attend to any breakdown of an SP PRO by agreeing to make contact with the client within 48hrs and attending site within 48hrs of advice or replacement unit from Selectronic.

Information

The SP PRO Accredited Integrator agrees to provide all relevant information to Selectronic about failures, site issues or customer complaints.

Additional tool's required

It is a requirement that SP PRO Accredited Integrators will not attend site without the following tools:

- Laptop computer with latest version of SP LINK installed.
- Laptop computer with a USB to serial adaptor or serial port.
- True RMS multimeter, capable of reading AC frequency.

- Suitable tools to perform works including torx and hex drivers for SP PRO.

Returns

Return of any inverter to Selectronic must be done in accordance with Selectronic Service terms and conditions.

Maintaining your accreditation

In order to maintain this accreditation, we require you to complete an online exam each year. The aim of this exam is to ensure that you have kept up to date with new product enhancements and features of the SP PRO, new battery integrations and still have a solid understanding of how to install, program and commission the SP PRO.

We value our SP PRO Accredited Integrators and with annual re-accreditation we can ensure that you maintain the knowledge and skills that our company and your customers have come to rely on.

Selectronic reserves the right to request a SP PRO Accredited Integrator attend additional training as they deem necessary.

Selectronic reserves the right to withdraw accreditation status should there be three occasions in a financial year in which this agreement is breached. The SP PRO Accredited Integrator will be notified of any breach.

Validity

The terms of this agreement will commence from when a successfully completed exam is received and the terms and conditions box has been checked.

Questions

If you require further information, please contact the Selectronic Team on 1800 006 474 or 03 9727 6600, email training@selectronic.com.au.

* See Selectronic website for [Terms and Conditions of Sale](#) and Warranty document supplied with the product.

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