

What are the Things You Need to Ask Your Installer Before You Buy?

- What is the length and what are the terms of the battery warranty?
- What maintenance regime is required under the terms of the warranty?
- If problems arise with the battery, who is responsible for conducting repairs or replacement under the warranty?
- What happens to the warranty if the supplier goes out of business?
- Do they provide an optional service agreement to maintain/service the battery system regularly?
- What performance guarantees do they offer for the battery system?
- What workmanship and product guarantees do they offer?
- How long has the product manufacturer or importer been making batteries? Do they have an Australian office?
- What safety hazards relate to the battery technology and how does their installation address the safety hazards?
- Does the battery comply with standards for safety and performance?
- Has there been independent accredited testing and certification of the batteries and other components?
- Do they check their products to ensure the quality is ok and the batteries are the same as those tested by the manufacturer?
- Can the manufacturer track down batteries by batch number if they find a quality assurance fault, to rectify the issue?
- Does the installer register the batteries installed with the battery supplier/manufacturer?

- ❑ Do they or the battery supplier have Australian recall insurance or can they prove that they can afford to conduct a recall?
- ❑ Do they install components (other than the battery) from reputable suppliers who have Australian certification, or adequate testing, for their components and have recall insurance (or can afford to conduct a recall if needed)?
- ❑ Where do they locate the batteries so as to not inconvenience the homeowner, and prevent inadvertent access or damage?