

## EMPOWER ENERGY

### 9000066 INSTALLER CERTIFICATION PROCESS

Empower Energy endeavours to minimise installation and post-installation issues and provide a positive experience for both end users and installers. In support of this aim, we have developed an installer certification process to ensure installers are properly trained to install and operate ElektroBank Products.



**ElektroBank Products can only be installed and commissioned by Authorised Installers. To receive certification and become an Authorised Installer, the below steps must be completed.**

#### 1. STEP 1: LODGE YOUR INTEREST

Go to <https://forms.office.com/r/ew5LnXtwcC> and complete the application form. Note, the form will ask for your SAA accreditation number to confirm your GCPV & GCBS Design & Installation accreditations:

If you subcontract to a company (or installer) that is already an Authorised Reseller or Authorised Installer, please skip to Step 3.

#### STEP 2: SCHEDULE AN INTERVIEW

Empower Energy will review your request and schedule an appointment to discuss your interest in becoming an Authorised Installer. Depending on the outcome of the appointment, Empower Energy will advise if the certification program will be offered.

#### STEP 3: REGISTER AND COMPLETE THE ONLINE TRAINING

If the interview results in the certification program being offered, then Empower Energy will email an online training invitation and you will have 30 days to complete it.

If you subcontract to a company (or installer) that is already an Authorised Reseller or Authorised Installer, then they should provide you a direct link to the online training form. Please be sure to write in the company's name you're subcontracting to when filling it out to expedite the process.

The test can be completed in any internet browser, and you must score above the pass threshold. To pass the test you will need to have read the installation manual.

Note that certification will require you to agree to Empower Energy's installer terms and conditions, published at <https://empowerenergy.au/product> in document '9000065 ElektroBank Installer Terms and Conditions'.

#### STEP 4: REGISTER FOR YOUR INSTALLER LOGIN

Once you've successfully completed the training, you'll receive an email acknowledging your certification as well as an invitation to register on Empower's Installer platform. It will require that you have a mobile phone for 2FA authentication.

#### STEP 5: SCHEDULE YOUR FIRST INSTALLATION

Please advise Empower Energy of the date of your first installation to ensure expedited technical support is available. Empower Energy may request to join you onsite to inspect the installation and witness the commissioning.