Instyle Solar

Owner's Manual

Instyle is recognised for empowering customers to make sustainable choices through education. Consistently defying limitations with willpower and tenacity.

As other companies look to us as a benchmark, we will raise the standard of those that imitate us.

Powered by People, Planet and Purpose

When you think of Solar, you will think of Instyle

Contents

It's great to have you onboard

Welcome to Instyle Solar

On behalf of the team at Instyle Solar, I would like to congratulate you on your new investment. Not only will you be making great savings on your electricity bill, but you are also now a part of a major global shift toward a sustainable planet.

Your new system has been designed to exceed all Australian standards and conditions, built with world class components and installed by Clean Energy Council accredited installers, your system is made to last the distance. Although your system requires very low maintenance, we encourage you to not service the system yourself unless you possess the suitable trade qualifications.

A little about us, we are a proud bunch here at Instyle Solar, today we employ over 100 staff members and have several office locations across Australia, the reason we have stood the test of time comes down to our ethos of valuing the importance of a customer-centric approach. We offer class-leading warranties and go over and above to ensure every install is completed to the highest standards and practices in the industry. Also, a noteworthy mention is our fantastic customer support team that is committed to providing you with the purchase experience of a lifetime.

We have worked hard to establish exclusive buying power with some of the world's leading solar manufacturers, this means we can offer a world-class product and an industry leading solar installation to each and every one of our customers

We have helped over 18,000 Australian households make the switch to solar and have developed a reputation for providing an extremely proficient solar experience throughout the whole process

Karl Brown
CEO | Founder

Complaint Handling

Our Pain Free Guarantee Explained

Installing solar power can look complicated from the outside, but at Instyle Solar, we keep solar simple.

Our Pain Free Guarantee is backed by an experienced team who know how to make your transition from electricity to solar smooth and seamless. If you experience anything less, we'll jump through hoops and climb over mountains to get it sorted out and turn you into one of our happiest customers.

System Warranties

Workmanship & Manufacturers Product Warranty

10 YEARS

This includes solar panels, inverters, mounting frames, circuit breakers, junctions boxes, conduits and cabling that is supplied by the manufacturer and installed by Instyle.

Output Performance Warranty

25 YEARS

All of our panels are guaranteed by the manufacturer for an output of 90% for a period of up to 12-years and for an output of 80% for a period of up-to 25-years.

1

Receipt Of Complaint

- Complaint can be made via a telephone call to either your account manager or our head office on 1300 133 556
- Via Email - support@instylesolar.com.au
- Via Australia - Post 251 Leitchs Road, Brendale QLD 4500
- In person at our office in 251 Leitchs Road, Brendale QLD 4500

2

Acknowledge

- The Instyle representative receiving the complaint to;
- Listen to the complaint
- Acknowledge the complaint and thank the customer for bringing it to our attention
- Record details of the complaint in Pipedrive
- Where the complaint cannot be resolved immediately, advise the customer that we will have the relevant person contact them within 1 business day

3

Investigate

- Relevant staff member to make contact with the customer within 1 business day of the complaint being made & investigate details of the complaint. Commit to getting back to the customer with proposed actions within the next 7 days depending on the urgency of the situation. Sooner where possible / necessary

4

Action & Resolution

- Once investigated, an action plan is formulated.
- Where Instyle have determined that they are responsible for the complaint - The matter is communicated to the customer & when all parties agree, the matter is resolved within an agreed timeline.
- In some rare events more time is required further to the 7 day standard provided by Instyle Solar, in these instances the issue cannot surpass 45 days before a resolution is achieved and agreed upon
- Where Instyle have determined that they are not responsible for the complaint - Instyle to provide expert advice as to how best to resolve the issue. Instyle will also help out as much as possible to ensure customers complaint is resolved.
- Record details in Pipedrive

5

Respond To Customer

- Communicate resolution of the complaint and confirm satisfaction with the resolution outlined.
- If customer continues to express dissatisfaction with the resolution, repeat step 4 where Instyle is liable for the complaint outlined.
- Where the complaint is not Instyle's responsibility - Outline reasons as to why this is the case and steps the customer can take where applicable
- Note CRM accordingly

6

Continuous Improvement

- Collaborative discussion conducted by department managers every 3 months or more frequently where required
- Identification of root cause of complaints / trends
- Consideration of process improvement / customer experience & product changes in order to mitigate against complaints

If you would like to escalate further, please contact one of the following:

Victoria
Consumer Affairs Victoria
GPO Box 123
Melbourne VIC 3001
T. 1300 55 81 81
consumer.vic.gov.au

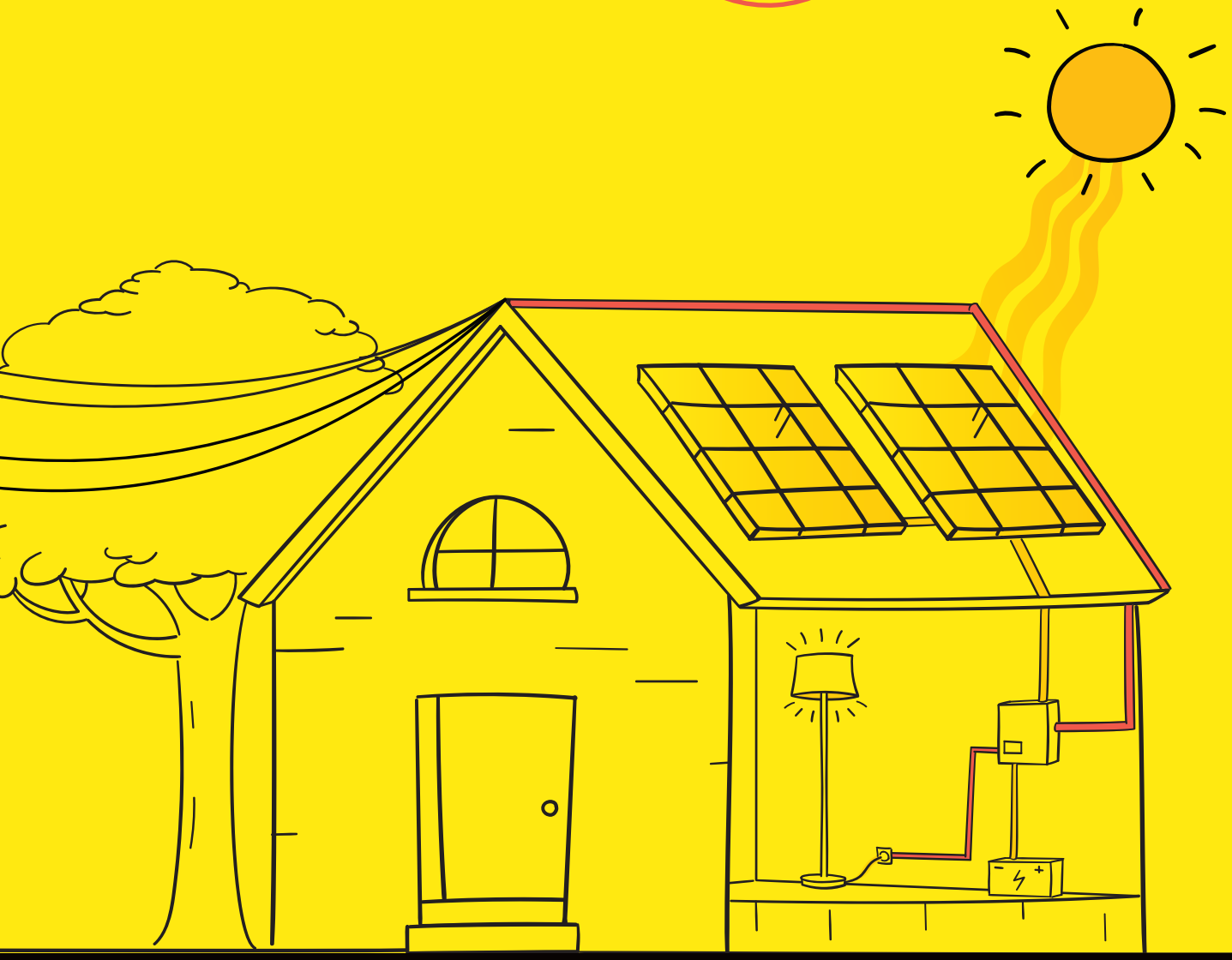
Queensland
Office of Fair Trading
GPO Box 3111
Brisbane QLD 4001
T. 13 13 04
fairtrading.qld.gov.au

South Australia
Office of Consumer & Business Services
GPO Box 1719
Adelaide SA 5001
T. (08) 8204 9777
ocba.sa.gov.au

New South Wales
NSW Fair Trading
PO Box 972
Parramatta NSW 2124
T. 13 32 20
fairtrading.nsw.gov.au

All systems go!

Well, almost...



So, what happens now?

Now your new Solar System is installed, there are just a few steps left to complete before you will be realising those desired monetary & environmental savings.

Depending on whether you had solar previously or if this is your first time, along with what state you live in - the next steps might slightly vary, but it's not a complicated process.

The final tasks are generally centred around your Meter change and whether yours is already programmed for solar, or not and if any other steps need to be completed before the system can be turned on.

Queensland Customers

If you already had solar you would be connected and nothing further is required as your energy metre will already be programmed for Solar. For peace of mind give your retailer a call and let them know. If this is the first time installing solar, your system needs to be connected.
Note - It is standard practice that once our team have installed your new system, it is left turned off until the final steps can be completed.
1. Give your electricity provider a call letting them know you have had solar installed and need a technician to visit to install/reprogram your smart meter. Only you as the customer can do this as you are the account holder.
2 The retailer will ask you for an Electrical Work Reference Number (EWR). With this reference number, they will organise a technician to come out and complete this task. Instyle Solar will email you the EWR info.
Note - If you've previously had solar, the EWR issued to you is just for the removal of your off-peak tariff, as you have had a hot water timer switch installed. Your solar metering will already be set up.
Note - as of Jan 2021, if you are an Energex customer who has previously had solar with no hot water time switch installed - then don't need to do anything as your metering is already set up!

New South Wales Customers

If you already had solar you would be connected and nothing further is required as your energy metre will already be programmed for Solar. For peace of mind give your retailer a call and let them know. If this is the first time installing solar, your system needs to be connected.
Note - It is standard practice that once our team have installed your new system, it is left turned off until the final steps can be completed.
1. Give your electricity provider a call letting them know you have had solar installed and need a technician to visit to install/reprogram your smart meter. Only you as the customer can do this as you are the account holder.
2. The retailer may ask you for a CCEW (Certificate Of Compliance & Electrical Work) as well as a Connect Reference Number/ Letter saying your solar has been approved for connection. These two items will be emailed to you (from Instyle Solar). Once you receive this email, you can pass it onto your retailer.
3. Some NSW connections may also ask you to fill out a solar connections form, if this is the case (it usually is with Origin/AGL) you can email them through. If you get stuck you may call or email us at support@instylesolar.com.au.

Victoria Customers

Note - It is standard practice that once our team have installed your new system, it is left turned off until the final steps can be completed.
1. A permission to connect request is lodged with Solar Victoria. When this is approved for install, you will be sent a QR code. You can provide this QR code to the installation team on install day [today].
2. On install day the installer will run you through how the inverter works and they will also attach a plaque to the inverter which steps you through the startup process.
3.After the system is installed, we submit a request to Energy Safe Victoria for an inspector to come out and inspect the system and have it signed off for safety and compliance. When this process happens, the Inspector will contact you directly to gain access to your property. They then provide a [CES] a certificate of electrical safety to Solar Victoria and its uploaded to your application [behind the scenes].
4.The Retailer will then call you to discuss the feed-in Tariff options. Once a choice is selected, they will put in the request for the metre reprogramming. This process can take up to 20 days.
5. Once the metre programming is completed, the system can be turned on. The retailer will let you know about this final step.

West Australia Customers

It is recommended that you call your solar retailer and let them know about your new solar system, or replacement. If this is the first time installing solar, your system needs to be connected. Note - It is standard practice that the Inverter it is left turned off until the final steps can be completed.
We will email you your Permission to Connect [PTC] information, aswell as your CCEW [Electrical Safety Certificate], so you have it for your records. Your Retailer will contact you for any additional onsite steps that need to take place to have your system up and running and turned on.

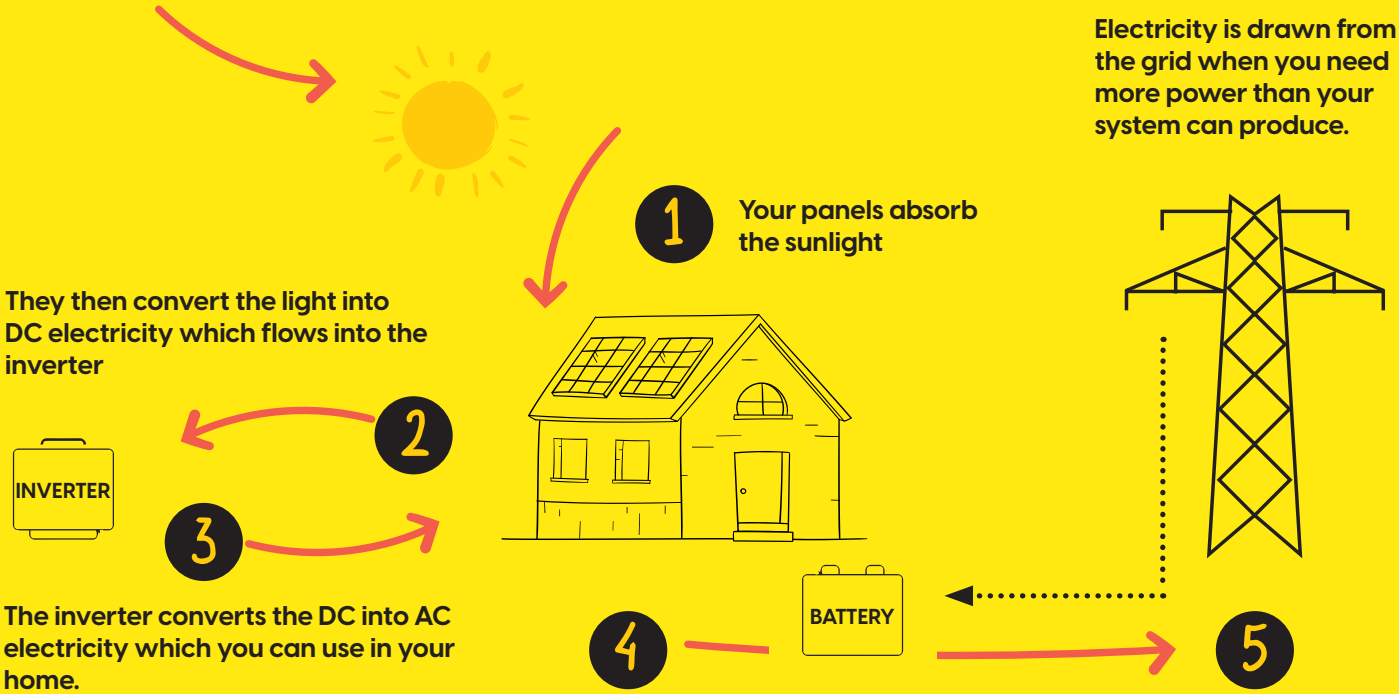
South Australia Customers

If you already had solar you would be connected and nothing further is required as your energy metre will already be programmed for Solar. For peace of mind give your retailer a call and let them know. If this is the first time installing solar, your system needs to be connected.
Note - It is standard practice that once our team have installed your new system, it is left turned off until the final steps can be completed.
1. Give your electricity provider a call letting them know you have had solar installed and need a technician to visit to install/reprogram your smart meter. Only you as the customer can do this as you are the account holder.
2. The retailer may ask you for a CCEW (Certificate Of Compliance & Electrical Work) as well as a Connect Reference Number/ Letter[SEG] saying your solar has been approved for connection. These two items will be emailed to you (from Instyle Solar). Once you receive this email, you can pass it onto your retailer.
3. Some NSW connections may also ask you to fill out a solar connections form, if this is the case (it usually is with Origin/AGL) you can email them through. If you get stuck you may call or email us at support@instylesolar.com.au.

Home Insurance

It is our recommendation that you contact your home insurance company to advise them of your new solar system so that the value of this system is covered in the unfortunate event that potentially causes damages to your solar system that would be out of warranty terms.

This is how your system works



Why Service Your System?

One of the most important aspects of a solar PV system is ensuring that everything is working as efficient as possible and under a safe working operation.

A solar PV system is after all an electrical power station on top of your roof! It is strongly recommended and essential to clean and check over your system's maintenance at least once every two years, in fact it's a requirement for most solar panel's linear warranties. It is estimated that a 15-20% performance loss can come from dirty panels and other various system component failures in your solar PV system. We strongly recommend getting a service if you ever notice anything potentially wrong with the system before the 2 year mark. Check in with a local Solar Servicing company or check in with us if you need a recommendation.

Instyle Solar

Your System

Components

DC Isolators
Are installed both on the array and at the inverter which allow for safe operation and when needed shutdown of the solar system.

DC Cabling
PV1F Dc Cable is installed under the panels and between the roof top DC Isolator and the Inverter DC isolator. This cable is enclosed within Heavy Duty Conduit when run internally.

MC4 Plugs
Are used to connect the Panel Leads to the String Cables. These are type matched to suit the panel leads.

AC Cabling
Is installed both on the array and at the inverter which allow for safe operation and when needed shutdown of the solar system.

Solar Supply Main Switch
Is installed in the electrical panel and it allows for safe operation of the system and when needed shutdown of the solar system.

Solar Mounting Kit
The solar panel are mounted to your roof using a Solar Mounting Kit. These kits are specific to Tile, Tin or Clip Lock roofs. The Mounting Kit is installed to suit the wind rating in your region and the relevant Australia Standards.

Solar Panels
The solar panels absorb energy generated from the sun. This energy is then transformed from Direct Current (DC) into Alternating Current (AC) which is consumed in your property to save you money. Solar Panels are available in the following range of ratings; 190-320 Watts, 35-45 Volts and 8-10 Amps. Your system will be between 1.5kW – 30kW in size depending on your needs.

Inverter
This device converts the DC power from your roof into AC power which is consumed in your property. Inverters also operate as the 'Brains' of the system by monitoring the Solar Panels, Home and Grid Power to ensure correct and safe operation. Inverter come in both Single Phase 240V and Three Phase 415V output models and range in rating from 2kW -30kW.

Electrical Panel
Both the Inverter and Grid send AC power through your Electrical Panel to supply power to run your property (otherwise known as the Switch Board or Meter Box). This can be either 240v Single Phase or 415v Three Phase.

Utility Electrical Meter
You will need to have a new solar meter installed or your current digital meter reprogrammed for your new solar system to work. This process can take 14-30 days after your solar panels have been installed and relevant paperwork This meter will monitor the power into and out of your property and allow your billing provider to calculate your feed in tariff rebate for the extra solar power you do not consume. Please refer to our " what happens now page" for further information specific to your area.

System Performance

During daylight hours, your solar PV system will be generating electricity at varying levels depending on the local environment conditions. The more sunlight falling on the solar array the more electricity is produced; therefore, variables like cloud cover, seasonal solar angle variations, off-azimuth solar orientation and shading and soiling of the solar array, will have an effect on your system.

Operating Instructions

Your solar PV system is designed for automatic operation with no need for user interaction. There are no moving parts and apart from normal performance monitoring, there is no need for the owner to intervene in its operation. In case of mains grid supply failure the inverter will be automatically disabled, this is known as 'anti-islanding' Once the power has been restored, the inverter will automatically engage.

Checking

System performance

You now have a premium quality Instyle Solar system installed on your roof, you are probably wondering how well the system is performing and how much money you are actually saving right?

System Size	1Kw	3Kw	5Kw	8Kw	10Kw
Adelaide	4.2 Kwh	12.6 Kwh	21 Kwh	33.6 Kwh	42 Kwh
Alice Springs	5.0 Kwh	15 Kwh	25 Kwh	40 Kwh	50 Kwh
Brisbane	4.2 Kwh	12.6 Kwh	21 Kwh	33.6 Kwh	42 Kwh
Cairns	4.2 Kwh	12.6 Kwh	21 Kwh	33.6 Kwh	42 Kwh
Canberra	4.3 Kwh	12.9 Kwh	21.5 Kwh	34.4 Kwh	43 Kwh
Darwin	4.4 Kwh	13.2 Kwh	22 Kwh	35.2 Kwh	44 Kwh
Hobart	3.5 Kwh	10.5 Kwh	17.5 Kwh	28 Kwh	35 Kwh
Melbourne	3.6 Kwh	10.8 Kwh	18 Kwh	28.8 Kwh	36 Kwh
Perth	4.4 Kwh	13.2 Kwh	22 Kwh	35.2 Kwh	44 Kwh
Sydney	3.9 Kwh	11.7 Kwh	19.5 Kwh	31.2 Kwh	39 Kwh

Based on the standard system sizes installed in Australia.

The rated output is that achieved in perfect laboratory conditions. The Clean Energy Council design summary software takes these de-ratings into account when predicting averages for any given system. Panels generate more electricity in summer than in winter. The table above reflects the electricity generated averaged across the whole year. A typical Australian house consumes around 18 Kilowatt hours (hWh) of electricity per day. This means that a 1-2 hW system could displace 25-40 per cent of your average electricity bill. By monitoring your E-Totals and E-Day you can Keep track of your solar generation. If you feel that your solar system is not performing as expected, please fill out the "Solar Generation Log" on the next page and then send through the required info.

If you have a 1kW system installed in Brisbane, the system is expected to produce 4.2kWh per day on average, this will multiply for every kW installed, so if you have a 5kW system you would multiply 5 x 4.2 = 21kWh per day on average, this figure does not take into consideration shading or any other factors that can produce loss.

Now that you know the benchmark for your system, lets check out your system's performance you can use the generation log on the following page if you are concerned you have a performance issue.

STEP 1 You need to check the E-Total on your inverter, the E-Total is the total KWH produced on your system since it was commissioned, for example purposes let's say the E-Total = 3895 KWH

STEP 2 You now need to know the number of days your system has been operating for, in this instance we are going to say 152 days.

STEP 3 To know your average daily production you need to divide your E-TOTAL by the total days of operation, so 3895 kWh divided by 152 Days = 25.63 KWH, this means your system has produced 25.63 kWh per day, that's 4.63 kWh more than your system's estimated benchmark, in other words you're winning big time!

That's it, you now know how to accurately check your system performance, of course you can also install a monitoring system that can make this all easier for you with the click of a button, please call your Instyle Solar consultant to enquire about your monitoring options if you haven't already.

Solar

Generation Log

Please complete your details and solar readings below to help you monitor your solar generation. If you feel as though your system may be under producing, please send to us for assessment. Should you have any questions or queries please feel free to contact our office.

1 Your name please: _____

2 Please tick for A-C:

A

System Size

- ☐ 1 Kw
- ☐ 3 Kw
- ☐ 5 Kw
- ☐ 8 Kw
- ☐ 10 Kw

B

Panels Orientation

- ☐ North
- ☐ North East
- ☐ East
- ☐ North West
- ☐ West

C

Shading (per daylight hours)

- ☐ North
- ☐ North East
- ☐ East
- ☐ North West
- ☐ West

3

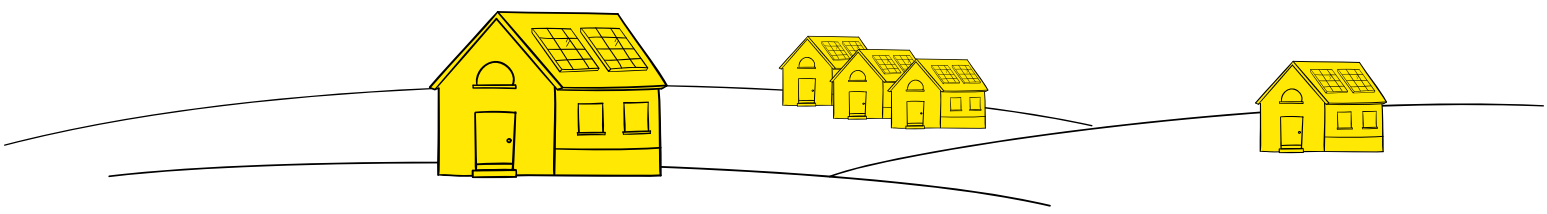
Date	Time	E-Total Reading kWh	Weather Conditions (sunny/overcast/rain)	E-Today kWh

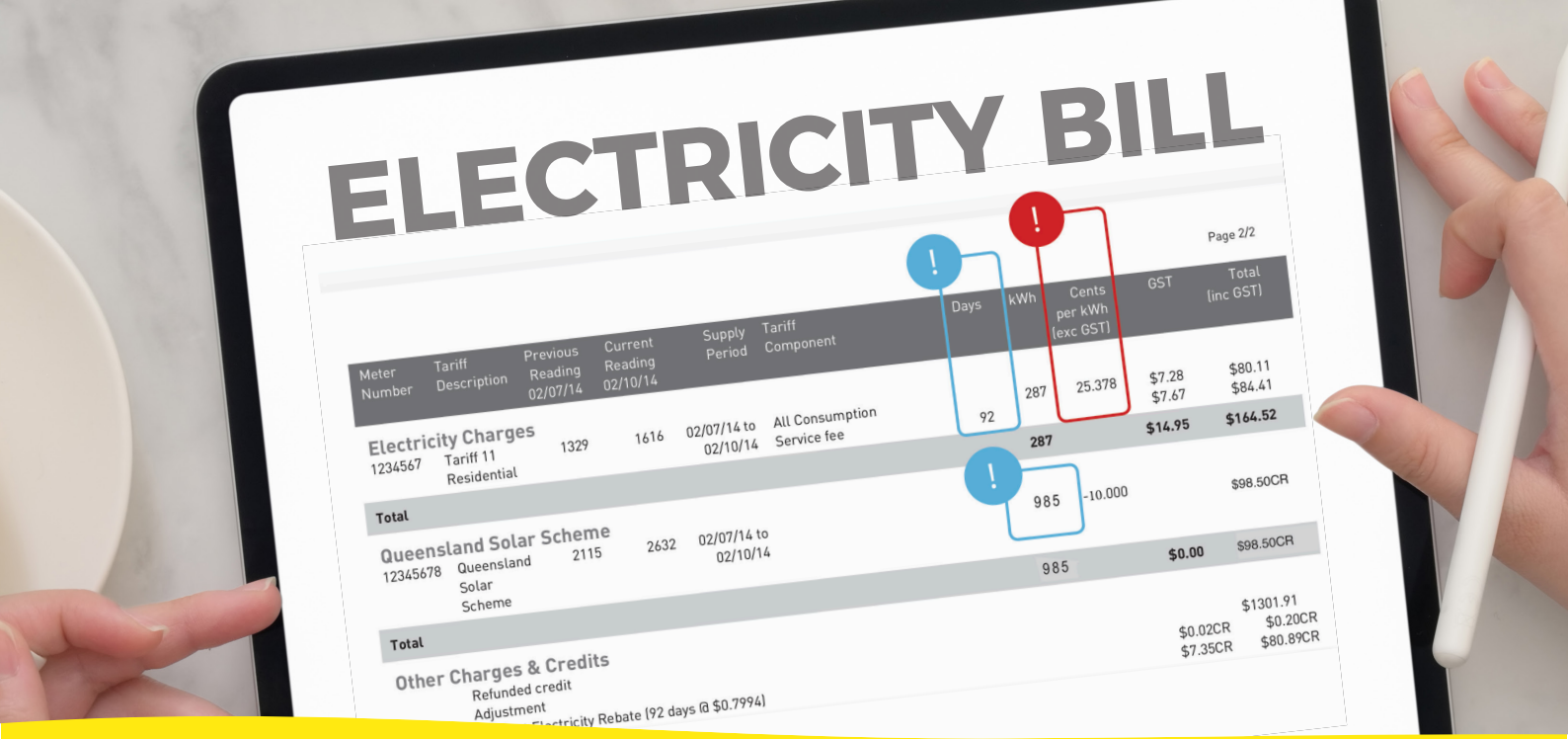
It is important to understand the effects of shading or dirty panels, please check your roof to ensure the panels look clean and there is no shade, if the panels are dirty you will be best to organise a service and clean this can increase the performance by up to 20% if the panels were heavily covered in dirt, mud or bird droppings.

We would recommend if you notice the performance is low and you've checked the panels for dirt or shade then you need to perform a restart procedure in between the daily readings, if this doesn't help increase the performance then

4 Please email this form with a picture of the front of your inverter and side of your inverter with the model number and serial number in case we need to process a warranty claim.

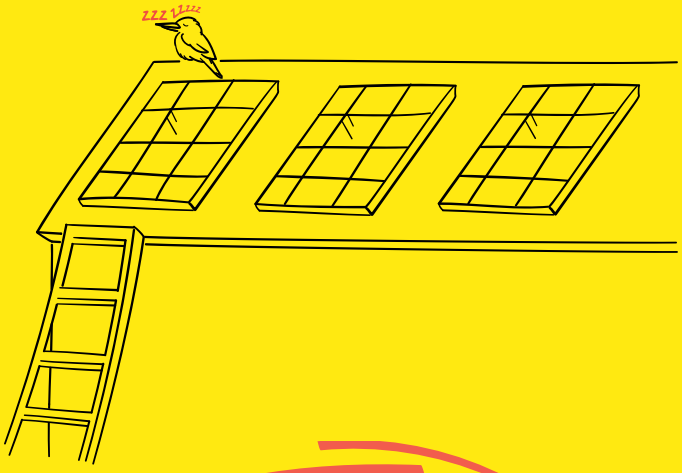
Email Subject line: System Fault performance issue + your name
Email Address: **support@instylesolar.com.au**





Understand Solar & your

Electricity bill



Let's face it, getting solar is about doing 2 things, saving money and helping the environment. When it comes to the saving money side it is very important that you understand how your solar system works and your savings are generated.

On the previous page we worked out how many KWH your system is producing per day on average, the average was 25.63 KWH per day, now what we have to do is work out how much of that power was used / consumed during the day and how much of that power was exported to the grid or in other words, purchased by the energy company.
As you can see we have exported 985kWH over a 92 day period at a daily average of 10.71KWH, this is how many KWH our solar system has exported, we now have production and export numbers, now lets get consumption calculated.

This couldn't be easier, Production minus export = consumption, so 25.63KWH minus 10.71KWH export equals 14.92KWH consumed on average per day by your household appliances, now we multiply this by your electricity rate of 25.378c.

SYSTEM PRODUCTION
25.63 KWH
SYSTEM USAGE / CONSUMPTION
14.92KWH or a saving of $348.68
SYSTEM EXPORT / EXCESS POWER
10.71KWH or a saving of $98.50

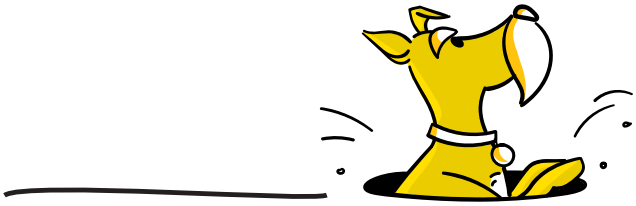
14.92 x .25.378c = $3.79 per day saved, now multiply by 92 days and this means you have saved / consumed $348.68 on this bill, lets break this down one more time.

Add the 2 together and your premium quality Instyle Solar system has just saved you a total of $447.18, HAPPY DAYS! Can't contain your excitement? Refer a friend today and we will happily send you a $300 Coles Myer gift card on installation of your friend's Solar system.

MONITORING YOUR SYSTEM

Your solar system should be checked 2-3 times a week just before the sun sets to ensure constant production.

If your system shows a fault or error code, no production or no display while the sun is on and power is in the street then you need to perform the below restart procedure.



EARTH FAULT ALARM & SHUTDOWN PROCEDURE

In the Event of an Earth Fault Alarm you will need to follow the Shutdown and Restart Procedure. If after the Restart Procedure your system still has an Earth Fault please call us for further assistance.

Shutdown Procedure

1. Go to your Electrical Panel and open it. Locate the Main Switch Inverter supply and switch off.
2. Go to your Inverter and find the switch/s marked PV Array DC Isolator. Turn Them off.
3. Leave the inverter off for 2-3 minutes
4. Turn on the PV Array DC Isolator/s
5. Turn on the Solar Supply Main Switch
6. The inverter will now take around 1-2 minutes to restart
7. If the inverter turn back on and is operational there is nothing further to do
8. If the fault remains take down the Fault Code or Status
9. Call us for further assistance with your fault code ready

WARNING: Do not open plug and socket or PV String Isolators under load.

WARNING: PV Array DC Isolators do not De-Energise the PV Array and Array Cabling

OPERATING SAFELY

- Do not attempt to service the system unless you are fully qualified to do so.
- All service work must be carried out in strict adherence with all national and local electrical codes and standards by CEC electricians.
- Review and follow all safety instructions supplied with all components of the solar PV system as well as those supplied by the Australian Business Council for Sustainable Energy.
- Remove all jewelery such as rings, bracelets etc, prior to working on the system to reduce the risk of electrocution and potential death
- Avoid servicing or working on the system in wet or damp conditions.
- The solar array will generate electricity during sunlight, so before servicing, the solar modules should be covered.
- Do not attempt to clean or come in contact with the surface of a solar module with broken glass. This will result in dangerous electric shock and a potentially fatal accident.
- Be aware that power may be present at any point in electrical circuits despite the opening of circuit breakers.
- Circuit breakers can trip automatically if a problem occurs. If the circuit breaker is switched back to the "closed" or "on" position and it immediately trips back to the "open" or "off" position an ongoing problem is indicated.
- Do not substitute materials supplied with the Solar PV System.
- Appropriate precautions must be taken when working on rooftops or at heights in accordance with local and national occupational health and safety regulations.
- If any work is done after the solar installation by anyone other than Instyle Solar or an affiliated contractor, all workmanship warranty's will be voided.

What are our customers saying?

Really proud of this one

Elaine Glover

★★★★★

Would recommend Instyle Solar to anyone who is thinking about installing Solar. I received my first electricity bill which is an absolute massive saving. I can't wait to get the summer bill when I have my air conditioning working! I would like to thank Bryan and the installers of Instyle Solar they have two thumbs up from me.

Google

★★★★★

4.8 ★★★★★ ProductReview

4.7 ★★★★★ Facebook

4.6 ★★★★½ Google

4.8 ★★★★★ Trust Pilot

Trustpilot

★★★★★

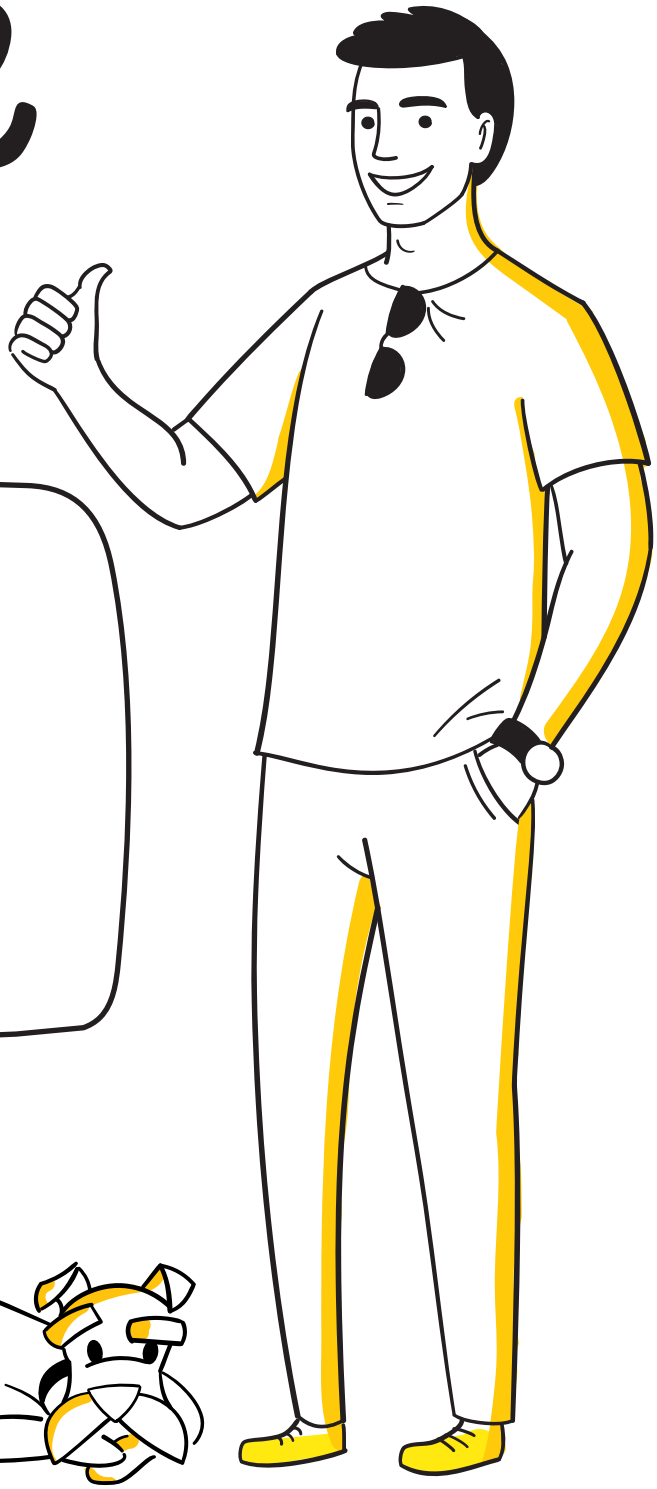
Not bad at all

Sally Browne

★★★★★

I'd been thinking about getting solar for some time and Instyle Solar made it very easy. The sales rep, Harry, was very approachable and answered every question I had. The system could pay itself off in three years and save me thousands in the long term. The installation was quick and easy. If you choose Instyle you won't go wrong.

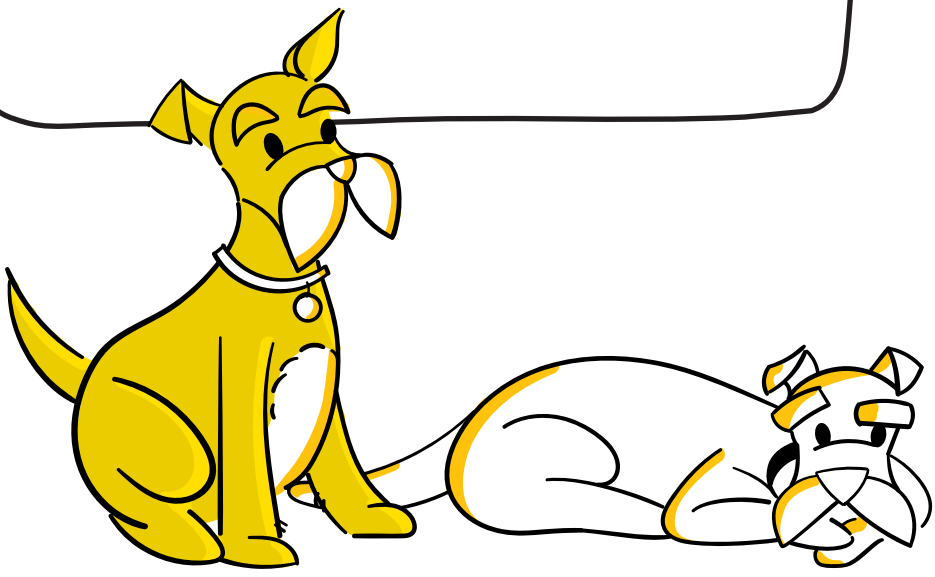
Thank you for choosing Instyle



Enjoy your new solar system!

Get in touch anytime!

Call: 1300 133 556
Email: support@instylesolar.com.au
Opening Hours: M-F 8:30am-5:30pm
www.instylesolar.com



Instyle Solar

instylesolar.com 1300 133 556