

FREQUENTLY ASKED QUESTIONS

What you need to know about Premier Solar's acquisition of Solar Shop Australia

Solar Shop Australia went into receivership in September 2011 and was subsequently placed into administration. However, we are pleased to announce the business has now been acquired by Australian Solar Electric, part of the Premier Solar Australia group of companies, and is once again operating at full capacity.

We apologise for any inconvenience or frustration that may have been caused to customers during this time and understand you may have some questions about what it means for you.

Outlined below are some Frequently Asked Questions that will hopefully address your queries, however please feel free to also contact our Customer Care Centre on 133 765 or email at customercare@solarshop.com.au if you require further assistance.

Who is Premier Solar Australia?

Premier Solar is a Victorian-based residential and commercial solar retailer with a presence in South Australia, Victoria and Queensland.

It uses the latest innovations in solar technology and other energy efficiency products to not only make it a viable alternative source of electricity for residential homeowners, but also to pursue the large scale clean energy generation required to ensure Australia will meet its 20% renewable energy target by 2020.

The company has been built on the principle of sustainable growth. They are smart operators and have worked hard behind the scenes to develop a diverse and strong business model that ideally positions the business to not only survive, but thrive for the longer-term in the clean energy sector.

Premier Solar has been recognised as one of the fastest growing solar companies in Australia and this has been acknowledged by some of the industry's leading commentators and analysts. Its wider product offering with an emphasis on "energy efficiency" has resulted in the business becoming one of the most respected in the industry, a quiet leader.

Will Solar Shop Australia now be known as Premier Solar?

No. Solar Shop Australia will maintain its name and the branding will not change in any way. In fact, Premier Solar's residential solar business will merge into Solar Shop.

Premier Solar recognises the strength of both the Solar Shop Australia brand and its national network and is committed to ensuring it remains one of Australia's largest solar PV retailers.

Does Premier Solar do commercial or just residential?

We do both. Premier Solar has a strong track record of developing medium and large-scale commercial solar projects and this will continue to be a key focus for the business. Only the Solar Shop brand will manage the residential solar in the new group.

What happens to our warranties? Will Solar Shop honour them?

All solar products installed by Solar Shop come with manufacturer warranties. These have not been affected by the receivership and Premier Solar remains committed to assisting customers that have claims under these warranties.

Premier Solar is reviewing the installation warranty issues that have been affected by Solar Shop Australia Pty Ltd going into receivership. Whilst Premier Solar has no legal obligation on these warranties, it's Premier Solar's intention to do all it can to assist customers with installation warranty claims as we want to do the right thing by our customers and to protect the Solar Shop brand. These claims will be assessed on a case-by-case basis.

Premier Solar has a successful "Solar Doctor" service in Victoria where it has been fixing other solar companies installations on behalf of customers. Premier Solar is in the process of assessing whether this service can be rolled out across the country to assist with Solar Shop warranty and service issues.

What impact has the receivership had on installation and servicing timelines?

Solar Shop Australia was placed in receivership in September 2011, which understandably had an impact on the operation of the business for the short-term.

The good news is the business was acquired by Premier Solar Australia and we are now working through all outstanding installations and services as a matter of priority. We believe significant improvements in the operations side of the business have already been made. We will continue to find ways to improve operations and other parts of the business that will speed up installations and service calls.

We understand it has been a frustrating time for those impacted during this time but rest assured our team are working as hard as possible to rectify the delays experienced.

What happens if we paid our deposit before Solar Shop went into receivership?

We are working through all our outstanding installations and will honour all agreements made prior to Solar Shop Australia being placed in receivership. We have no legal obligation to do this but it's something we're committed to doing to do the right thing by our customers.

How are you dealing with outstanding referral payments?

We are working through all outstanding referral payments and will honour all agreements made prior to Solar Shop being placed in receivership. You should receive further information about your compensation early in the new year.

We chose Solar Shop due to its reputation within the industry, customer service and tailor-made products. Will the products remain the same?

Solar Shop will endeavour to supply the recommended panels and inverter. However, if this not possible for supply reasons we will provide technology of equal or higher value.

One of the key drivers behind Premier Solar's acquisition of Solar Shop Australia was the close alignment of the two organisations' values. Both have a passion for excellence in the solar industry and Solar Shop will continue to provide tailored solar solutions to homeowners, using the best solar technology available.

We are experiencing delays with servicing, will this be resolved soon?

We are currently reviewing all service enquiries and working through them in a chronological order. A member of our service team will be in touch in due course to discuss your service request. We apologise for any inconvenience caused during this time.

Who can I speak to if I have more questions?

Contact a member of our team at our Customer Care Centre on 133 765 or email them on customercare@solarshop.com.au and they'll be able to assist you further.