

## **SUNGO Energy UK Registered Installer Program: Standards & Best Practices**

As a SUNGO Energy UK Registered Installer, you represent quality, expertise, and trustworthiness in the renewable energy industry. To maintain the highest standards, all Registered Installers must adhere to the following best practices when installing SUNGO Energy Solar Optimiser, Battery Energy Storage Systems (BESS) and related products.

### **1. Certification and Compliance**

Maintain at least one of the required certifications:

- > MCS Certification for solar PV installations.
- > NICEIC or NAPIT Certification for electrical work, including battery storage.

Comply with all relevant UK regulations, including but not limited to:

- > G98/G99 grid connection standards for battery storage.
- > Building Regulations (Part P) for electrical safety.
- > IET Code of Practice for solar PV and battery installation

Ensure Public Liability Insurance of at least £2 million is in place at all times.

### **2. Installation Standards**

Follow manufacturer installation guidelines for all SUNGO Energy products.

Ensure all installations meet BS 7671 (18th Edition Wiring Regulations).

Conduct thorough system testing and commissioning.

Adhere to industry safety standards, including:

- > Proper earthing and surge protection.
- > Fire risk assessments for battery storage.
- > Correct DC isolator and AC disconnect switch placement.

### **3. Customer Service and Transparency**

Provide customers with a clear, written quotation before installation.

Offer transparent warranties and after-sales support.

Educate customers on their new system, including:

- > Safe operation and maintenance.
- > Monitoring tools for energy usage and optimisation.
- > Troubleshooting common issues.

### **4. Ethical Business Practices**

Operate with integrity by:

- > Providing honest, professional advice.
- > Avoiding misleading sales practices.
- > Complying with UK consumer protection laws.

### **5. Commitment to Continuous Learning**

Registered Installers are expected to:

- > Stay updated on the latest advancements in solar + storage technology.
- > Engage with industry updates and policy changes to ensure compliance and best practices.

### **6. Program Compliance and Review**

SUNGO Energy UK reserves the right to review and assess Registered Installers periodically to ensure adherence to these standards. Failure to comply may result in removal from the programme. By following these best practices, you contribute to a reliable and high-performing network of solar and storage professionals, helping to build trust with customers and accelerate the transition to clean energy.