2026 EDITION

# System Owners Handbook

energybuild®

Australia's new build solar specialists

Dear Homeowner,

Energybuild would like to congratulate you on your new home. What an exciting milestone to celebrate. We hope you enjoy countless happy memories in your new space.

As part of your new home construction, your builder engaged us to install the solar system on your home.

This handover pack explains what differentiates your Energybuild solar system from other systems out there. It covers how to turn your system on and off, what to do if you think your solar isn't working, and taking care of your system.

We're not just here for warranties and service though — we're here to keep you and your system as efficient as possible. If you ever feel the need for more panels or a battery, we have a range of upgrades available exclusively to Energybuild households.

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MASTER ELECTRICIANS AUSTRALIA

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Email customersupport@energybuild.com.au
Phone 1300 983 668

# About Energybuild

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## We’re Australia’s leading solar installer to the new build market

# Energybuild are trusted by Australia's best homebuilders to provide innovative new energy solutions for their valued customers. In fact, 12 of the top 20 homebuilders in Australia choose Energybuild for their new energy product needs.

Founded in 2016 as a subsidiary of Stoddart Group, it made sense for Australia's largest metal roofing company to also develop a solar business specifically for new home builders. We built on the vast experience of Stoddart Group and turned what had been a product that was largely 'retrofitted' to existing homes as an afterthought, into a building product that could be installed during construction. To do this, we introduced extensive safety procedures and installation practices that go well beyond those that are typical in the industry.

Our installations are clean, neat, and safe. We hide wires inside walls and don't run solar conduit externally down the exterior walls of your beautiful new home. Energybuild are unique in providing weather, fire & tamper resistant enclosures for the inverters and batteries we install. These provide a sleek clean look that comes from considered design which enhances your home's aesthetic and also enhance the longevity and overall safety of your system.

The services of Energybuild are not available to the general public. We exclusively service our partner builders and their customers which now includes you! Please reach out to us with any warranty or service issues or if you would like us to provide options to add more panels or batteries in the future. After all, we already have your architectural plans, and we know your initial installation was completed to the highest standards.

Both homeowners and home builders can rely on Energybuild to deliver value, quality and service that can't be found with typical solar installers. You get the peace of mind, that comes with dealing with a large national company that places an emphasis on integrity and doing the right thing by the customer. We are committed to delivering renewable energy solutions for homeowners that deliver you genuine bill savings and reduce reliance on expensive grid sourced electricity, all backed up with world class customer service.

# System Setup

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## Your solar export options

# Solar Installation Process

## 1

Energybuild applies to the relevant electricity distributor for your area (Jemena, United Energy, Powercor, Ausnet or Citi Power) for a default zero solar export connection. This means solar export tarrifs/credits wont appear on your power bill as the solar system is not exporting excess solar generation back to the electricity distributor (as per Victorian state government regulations).

## 2

As per Victorian state government regulations, solar export requires a permanent internet connection, so during the construction of your home, the solar system will not export any excess solar back to the electricity distributor (as outlined in step 1 ).

## 3

Once the handover process is completed with your builder and you've moved in, you will have the option to change the solar export control settings. Should you wish to change these settings, you must complete the following steps:

1. Have the internet connected and a home Wi-Fi network established.
2. Connect your solar inverter to your home Wi-Fi network.

For instructions on how to connect your solar inverter to your home Wi-Fi network, head to energybuild.com.au and click on the 'User Manuals' tab at the top right hand side of the home page. From there, download the **SolaX Cloud App - User Manual** and follow the steps.

## 4

Once your solar inverter is connected to your home Wi-Fi network via the SolaX Cloud app, you will then need to call Energybuild to discuss the possible solar export control options that are available to you.

Energybuild (Customer Support): 1300 983 668

## Solar Export Control Options

**STANDARD** Most Popular

### Stay on Zero Export

No further action required

**OPTIONAL** Requires Home Wi-Fi

### Static Export
(If available, upon application)

Up to 1.5kW per phase

### Flexible/Dynamic Export
(If available, upon application)

Up to 5kW per phase

### Customer Fees (if applicable)

**$150 inc GST**

If a site visit is required to pair the solar inverter to your home Wi-Fi network.

**$850 inc GST**

If a solar inverter monitoring upgrade is required on homes with a 3-phase power supply connection.

# Maximise your savings

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## Ways to use your new system to your advantage!

## 1. Load Shifting

Run energy-intensive appliances like your dishwasher and washing machine while the sun is shining. Smart appliances can even be scheduled to start automatically during the day, even if you're not home. By maximizing your solar electricity usage during daylight hours, you can reduce the amount of grid electricity you are buying at night. For example, run your dishwasher, washing machine and pool pump when the sun is up!

## 2. Monitor Usage

Keep track of your energy usage patterns. Identify the peak hours on your electricity network when 'peak demand' charges may apply and adjust your activities accordingly. For example, avoid running energy-intensive appliances like a dishwasher during peak tariff times.

## 3. Invest in a Solar Battery

Solar batteries store excess energy produced by your solar panels for later use. Instead of sending excess energy back to the grid, it stays at your home. When your solar panels aren't producing electricity, you can draw down the stored energy from the battery to power your home and appliances at night. Households with solar panels alone typically use around 30% of the energy they generate with the remainder being sent back to the grid and earning you solar feed-in tariff bill credits. While having access to these credits can make a significant difference to your electricity bill by banking that energy and using it yourself returns 6 to 10 times greater savings compared to buying that energy from the grid at peak period rates.

## 4. Cover Your Roof In Solar Panels

The more solar panels you have, the more you save. Cover as much of your roof as possible with solar panels. Fifteen years ago, the typical residential solar system installed in Australia was 2kW. In 2019 it was 6.6kW. In 2023 it was 9.3kW. As a rule, the more you can fit the greater the savings. Homes with a single-phase power supply can generally max out at 13.2kW solar system while three-phase homes can go to 39.9kW systems but in both cases your rooftop space may be the limiting factor in the maximum capacity you can install. While larger solar installations involve a greater initial investment, they do produce to greater savings over time.

## 5. Electrify The Lot!

Transitioning to electric appliances reduces reliance on gas or other non-renewable energy sources. Consider electric stovetops, heat pumps, and electric vehicles (EVs).

## 6. Seal Air Leaks

Proper insulation and sealing air leaks in your home can significantly reduce heating and cooling costs. When your home is well-insulated, your HVAC system doesn't have to work as hard, saving energy.

## 7. Efficient Lighting

Use Energy-Efficient Lighting: Replace incandescent bulbs with energy-efficient LED or CFL bulbs. LEDs use significantly less energy and last longer.

## 8. Smart Power Strips

Plug your electronic devices into smart power strips. These strips automatically turn off power to devices when they're not in use, preventing standby power consumption.

## 9. Remove Shade

Trim or remove any trees or vegetation that may cause shade on your solar panels. The more light that can reach your solar the better.

## 10. Now Add Shade!

Strategically planting shade trees around your home can reduce the need for air conditioning during hot months. See point 9!

## 11. Use Natural Light

Open curtains and blinds during the day to let natural light in. This reduces the need for artificial lighting. The savings are small but consistent savings add up.

## 12. Use Timers

Timers are a great way to ensure that consistent power users like Hot Water Systems (HWS) and Pool Pumps only operate during daylight hours when your solar panels are generating electricity. Unfortunately, Heat Pumps and Thermodynamic Solar Hot Water Systems are not suitable for timers.

## 13. Garden Lighting

Install solar-powered lights for your garden, pathways, and outdoor areas. They charge during the day and illuminate your surroundings at night. They can be permanently on or come on with a sensor.

## 14. Educate!

Teach everyone in your household about energy-saving practices. Encourage turning off lights, unplugging chargers, and using appliances mindfully. Collective efforts can lead to significant savings over time.

# Start-Up & Shutdown

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## It might look scary but it's not rocket science!

## SHUTDOWN PROCEDURE

1. Turn off main DC isolator (if the system has a battery).
2. Turn off the solar array AC main switch (located in switchboard or next to the inverter).
3. In the case you have two AC switches, turn both to the “off” position.
4. Turn off the solar array DC main switch located next to the inverter.
5. Check the shutdown procedure labelled on the inverter or in the main switchboard.

## TURN ON / SYSTEM RESTART

1. Turn on the solar array DC main switch located next to the inverter.
2. Turn on the solar AC main switch located in the switchboard and/or next to the inverter.
3. Turn on the main battery isolator (if the system has a battery).

## TURNING ON THE SOLAX INVERTER

1. **In the main switchboard (meter-box), locate the circuit breaker titled “Main supply (inverter supply)”. If it isn’t already on, turn it on now.**

THIS ONE!

2. **The inverter will start up, and the screen will say "CHECKING". After a few seconds, it will then countdown from 120. After the countdown, the inverter will show "NORMAL", and the PAC number will rise. PAC stand for Power Alternating Current, this is the systems energy production in kilowatts(kW), for example, 3.0 means 3kW or 3000watts.**

## INVERTER LCD MESSAGES & OPERATION LIGHTS

### LCD Screen:

This displays the information of the inverter.

### Operating Indicator Light:

When this light is green or blue, it indicates that the inverter is in grid-connected operation state or off-grid operation state1 and is functioning normally.

### Error Indicator Light:

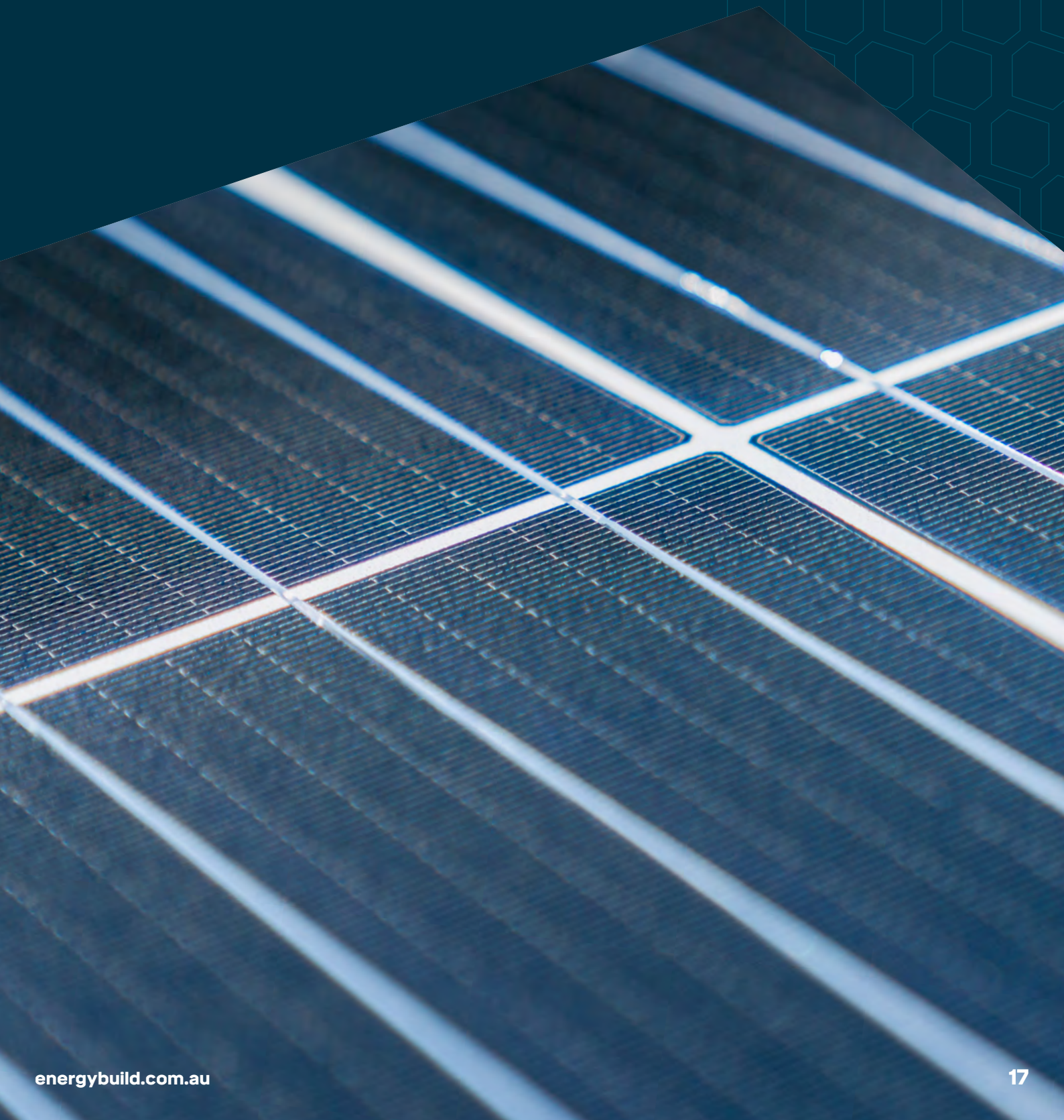
If this light is off, it means there are no errors. If it is on the Error Indicator light will turn red and the specific fault or error will be displayed on the LCD screen. Please refer to the user manual or contact Energybuild for assistance if you encounter any issues.

### Grid Lost Fault:

this is one of the most common LCD messages that may appear. This typically means that something is not switched on. Complete a full shutdown and restart procedure as outline above or follow the procedure that is labelled on the inverter. If the message persists, please send through photos of the inverter and the switchboard to service.energy@energybuild.com.au or call 1300 983 668.

# Maintenance 5

**Take care of your new solar system and it will last for many years!**



## MAINTENANCE CHECKLIST

- If the angle of the Solar Panels is 10° or greater then normal rainfall is sufficient to keep the glass surface clean under typical weather conditions.
- There are no user serviceable parts in the solar panel array.
- Have solar panels inspected by a Clean Energy Council accredited installer every 2 to 4 years.
- Confirm the operation of your system by checking the inverter display while the PV array is in full sunlight.
- If in doubt, call us on 1300 983 668 or email service.energy@energybuild.com.au

# SolaX Cloud Monitoring App

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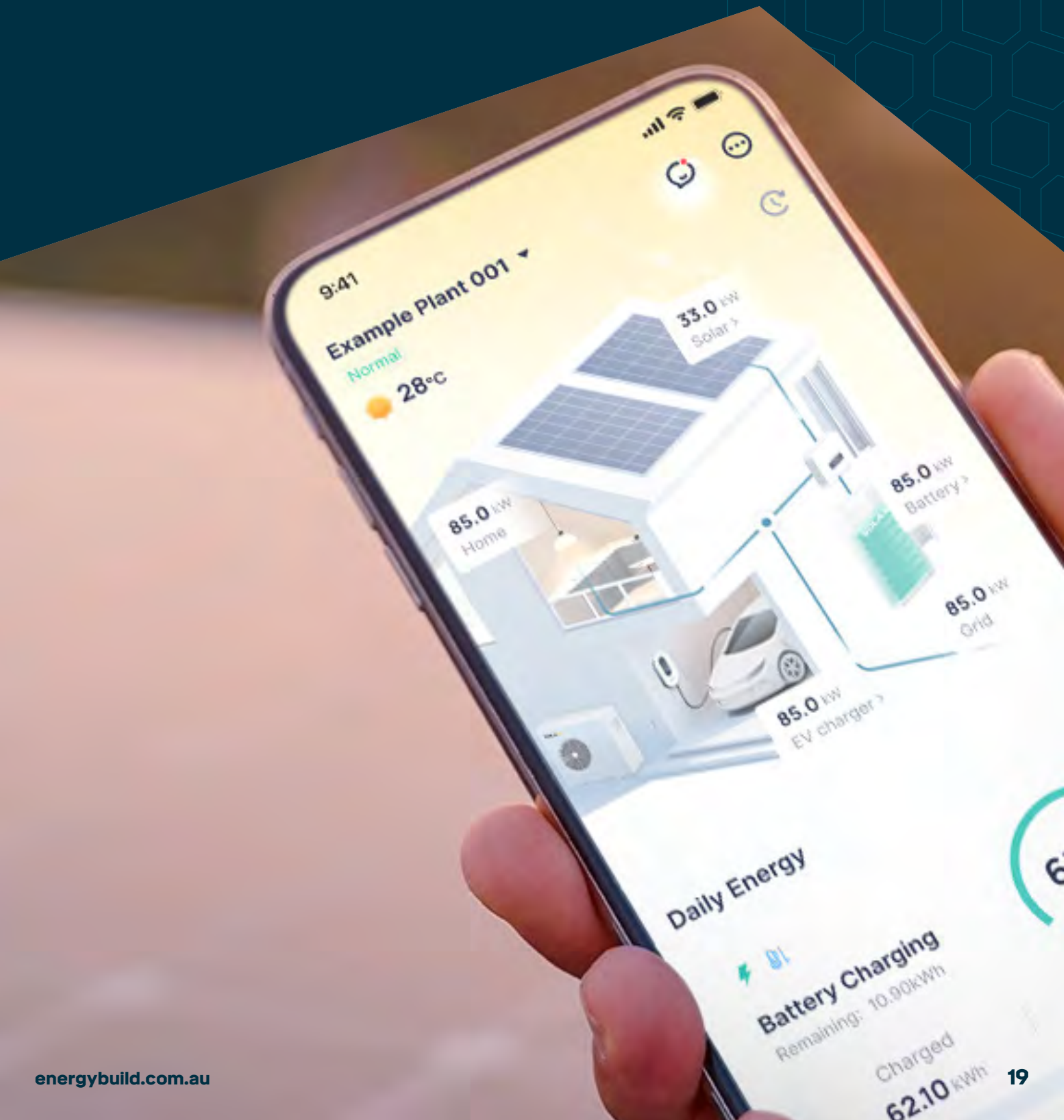

# SolaX Cloud provides customers with a platform that monitors their SolaX inverter/battery data (if batteries are installed) in real time.

The inverter connects to the SolaX Cloud application via the provided Pocket Wi-Fi dongle and your home Wi-Fi network and will upload the systems operational data to the SolaX Cloud app repeatedly through the day.

You can log in to your user account at any time through a personal computer, IOS or Android device to view real-time monitoring data or historical production data.

Note, in most cases the app won't show your solar energy consumption. Additional monitoring equipment is required and this can be added via a direct request with SolaX (charges apply).

Simply download the app via your chosen app store and follow the steps within the SolaX Cloud user manual.

To obtain a copy of the SolaX Cloud user manual, simply head to energybuild.com.au and click on the "User Manuals" section at the top right-hand side of the home page. From there you can download a copy of the SolaX Cloud user manual.

# Support & Warranties

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**If something goes wrong we're here to help.**

# Your warranty period starts from the day of handover and your solar system warranty is serviced by Energybuild.

If at any time you change your contact information, including email address or phone number, please contact us so we can keep your file up to date. Depending upon the specifics of the system installed on your home, the following warranties apply. More information on the warranty pertaining to your specific system can be found on the datasheets provided for your specific system.


### Solar Panels:

Twenty-five (25) year product warranty.
Thirty (30) year performance warranty.

### Solar Inverters & Batteries:

Inverters carry a ten (10) year product warranty. Note: Some models carry a twelve (12) year warranty. Batteries carry a ten (10) year (or 6000 cycles) warranty.

### EV Chargers:

Two (2) year warranty.

### System Workmanship:

Seven (7) years.

## 1300 983 668

Please contact our customer support team on 1300 983 668 if you have any warranty or service-related issues with your system.

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# LEGAL

This document is intended to provide general information about solar power and its potential benefits and to explain the SolarPay agreement. The information contained herein is believed to be reliable and accurate, but it is not guaranteed or warranted in any way.

1. Accuracy of Information: While every effort has been made to ensure the accuracy of the information provided, we cannot guarantee that all information is up-to-date or free from errors or omissions. We accept no responsibility for any loss, injury or inconvenience sustained by any person resulting from information published in this document.

2. Assumptions about Potential Savings: The potential savings calculated in this document are based on certain assumptions such as current electricity prices, solar panel output, and usage patterns. These assumptions may not apply to your specific situation and the actual savings may vary.

3. Assumptions about Future Retail Electricity Price Rises: This document may make assumptions about future retail electricity price rises based on historical trends and other factors. However, future electricity prices can be influenced by a variety of factors and may not follow past trends.

4. Variability of Solar Power: Solar power production can vary based on several factors including geographic location, weather conditions, time of year, and maintenance of the solar system. Therefore, the actual benefits and outputs of your solar power system may vary.

5. Financial and Legal Considerations: This document does not constitute financial or legal advice. The cost-effectiveness of a solar power system and the use of any systems under the SolarPay agreement depend on individual circumstances and local regulations, which are subject to change. We recommend consulting with a financial advisor and local authorities to understand the implications fully.

6. Installation and Maintenance: Installation and maintenance of solar power systems should be done by qualified professionals. Improper installation or maintenance may not only decrease performance but also pose safety risks and may void system warranties.

7. Environmental Impact: While solar power is generally considered environmentally friendly, there may be some environmental impact associated with the production and disposal of solar panels.