



Enabling installers to monitor customers' solar power systems remotely 24/7

AC Solar Warehouse



Customer Profile

AC Solar Warehouse is one of the largest wholesalers of solar power equipment in Australia. They supply solar panels, inverters, batteries and associated equipment to provide AC power from sunlight for both domestic and commercial users.

Their professional engineering team also designs and manufactures one of the most popular switchboards for solar power installations in Australia and New Zealand, under the brand name AC Board.

AC Board's switchboards are fully customisable to suit the needs of solar power installations. They come fully certified, pre-wired and tested to save time and money for their customers, the solar installers.



Customer Requirements

As a service to end users and installers, many of which are in rural areas of Australia and/or off grid, AC Solar Warehouse provides the ability for installers and end customers to monitor installed systems over the Internet.

This enables customers to keep track of their solar energy usage and operating costs and empower installers to get on the front foot with servicing and maintenance.

To offer this service reliably AC Solar Warehouse needs a reliable, secure internet connection to the end customer's premises. Many customers are in remote locations and to ensure it can provide reliable connections throughout Australia AC Solar Warehouse needs its equipment to be able to communicate over both Telstra and Optus networks. AC Solar Warehouse had been using either 3G, 4G or the customer's fixed internet connection via the customer's router.

"Because we are a wholesaler, we are not able to know what network is required when we sell the product and the previous device we supplied was only compatible with 3G."

Tom Peters

Key Account Manager, AC Solar Warehouse

The 3G network is being shut down and the company had no control over the customer's WiFi which could be unreliable and error prone and would cease to provide connectivity to the Internet if the customer made any change to the WiFi router.



The Solution

After testing several alternative solutions AC Solar Warehouse opted for the RapidLink router by Permaconn. This provides secure always-on 99.99% uptime internet connectivity from the solar power systems in each customer's location over a 4G or 3G cellular connection. The Dual SIM (Telstra and Optus), router runs independent of the customer's WiFi or internet service to provide maximum coverage and reliability.

It enables installers to continuously monitor their solar power systems and end customers get real-time insights into their energy use and the performance of their solar power systems. The AC Board's switchboards can come with the RapidLink modem pre-installed to save time onsite for the solar installer.

The system includes a 5-year data plan providing dual mobile network access for end customer and installer portal and is fully managed by AC Solar Warehouse and Permaconn.

The system is simple and easy to install, and the connection is highly reliable. The RapidLink router will automatically switch over to the other cellular network if the one being used fails.



The Benefits

The system gives AC Solar Warehouse and installers new ways to generate ongoing revenue by enabling them to offer their customers a turnkey, fully managed service that detects errors, monitors performance and provides information on solar energy use, especially in remote areas.

AC Solar Warehouse's partners are now able to remotely monitor, manage, diagnose and troubleshoot AC Solar Warehouse systems and proactively respond to issues, and in some cases before the end customer becomes aware of them. This saves time servicing remote properties, reduces the number of support calls from customers and increases customer satisfaction.

"We've looked into a few products and RapidLink by Permaconn is by far the most advanced, and they are able to tailor solutions for us, which is handy."

Tom Peters

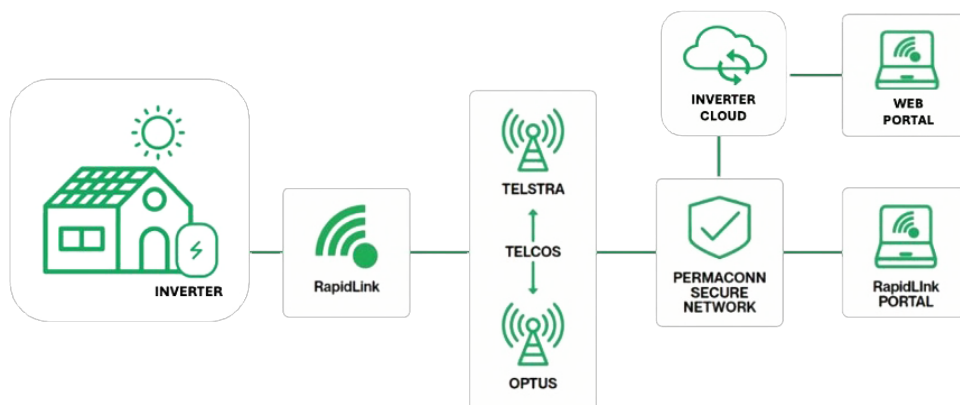
Key Account Manager, AC Solar Warehouse

"Time is money during an installation, and we're very happy that RapidLink is being chosen as the fastest, easiest and most reliable way of providing internet connection to a solar install."

Andrew Pears

CEO, Permaconn

The AC Solar RapidLink System



ACSolar
Warehouse