



**SOLARZERO**  
YOUR INTRODUCTORY GUIDE



Welcome to solarZero

# Congratulations, you're now streaming the sun.

## Kia ora!

Thank you for joining the Grid for Good and choosing to power your home with our revolutionary solarZero service. We're thrilled to have you as part of our community. Together, we'll help create a sustainable future for New Zealand.

As a solarZero customer, you will save across the entire 20-year term you've signed on for. The fixed monthly fee you pay for our services will never increase, regardless of inflation. We'll also cover all the costs associated with installing the solarZero system on your roof, and will be responsible for the maintenance and servicing of the system for the next 20 years.

This introductory guide will give you an overview of everything you need to know about the solarZero system.

Please remember we're always here to answer any of your questions or provide energy support. You'll find our contact details on the last page of this booklet, and on the inside door of your solarZero battery cabinet.

Ngā mihi,  
The solarZero team

# solarZero 101

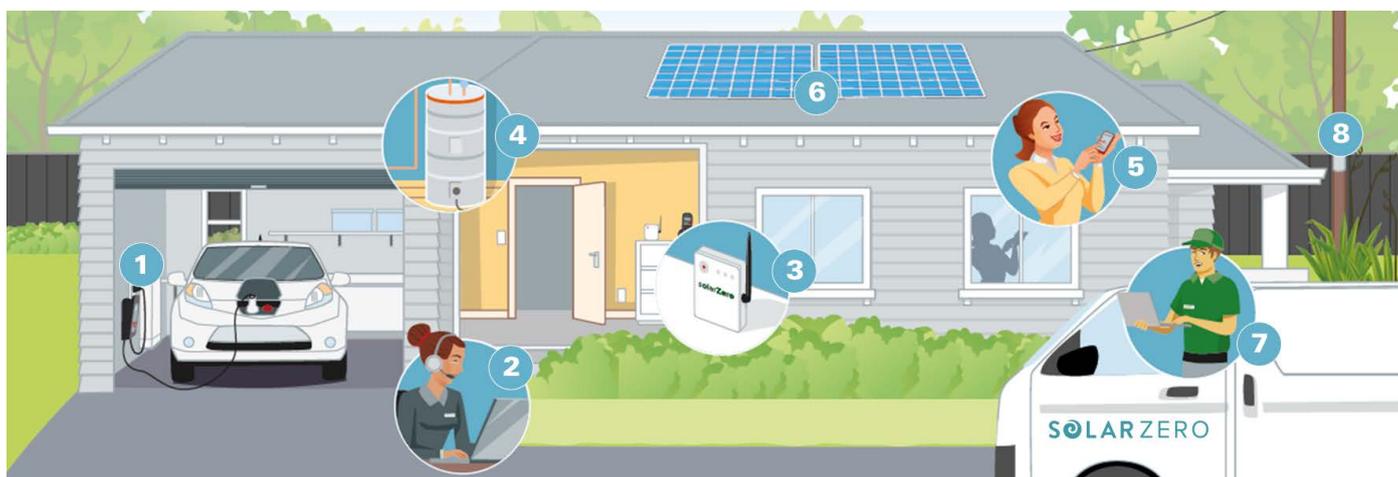
Our system will deliver cheaper, cleaner, smarter energy straight from the solarZero panels to your home and battery. This is your key to a more energy efficient home.

The image below outlines how the solarZero system works, what equipment comes with it and how to get the most out of it.

- 1. The solarZero battery** helps you store and manage your household's energy. It also provides backup power during a power cut, so you won't be left in the dark.
- 2. You have access to a dedicated solarZero support team** who work with you to answer any questions, provide technical support and help reduce your overall energy costs. They'll also supply you with regular updates to maximise your solar energy use and improve your home's energy efficiency.
- 3. Our solarZero monitoring** (which you can log in to on your smartphone, tablet or computer) allows you to remotely monitor your home's energy use and solar energy generation. Plus, it keeps track of how much energy your battery has stored. We also monitor the system for you.
- 4. As part of the solarZero system installation we wire your hot water cylinder**, so that in the future you'll have the option to have it switched on or off with our solarZero monitoring. The monitoring service will control the schedule so it operates at the most optimum hours that best suit your usage.
- 5. Give your home's energy a voice with Amazon Alexa.** As part of your solarZero service you will have received an Amazon Echo Dot or Echo Show 5 (if you bundled in broadband) smart speaker with which you can access Alexa, and control other smart devices in your home.
- 6. solarZero owns and manages the solarZero system**, and are responsible for the installation of the solar panels to your roof, the smart battery, and technology to run the system.  
  
That means there's no upfront costs to you for the technology or the system hardware.
- 7. As promised, we'll manage the system for you for 20 years at no additional cost.** This includes repairs and necessary upgrades.
- 8. solarZero gives you members only access to grid power** at a capped rate of 8c kWh (plus lines and network charges and GST).

With solarZero's energy service, you also get:

- **Enhancements and upgrades** that improve your system over time.
- **Unlimited broadband at a competitive price** as an optional add-on to accelerate your savings.
- **Exclusive rewards and members only benefits** including access to special pricing for a curated range of energy efficient appliances in the solarZero Store.



# The solarZero battery

## What does it do?

On a typical day your solarZero battery

- Charges using any excess solar you produce during the day
- Tops up with energy from the grid at times when energy is at its cheapest
- Discharges stored power to your home during peak use times

- Minimises the electricity you need to buy from the grid by discharging power to you at the optimum times (peak usage hours).

We will schedule when your battery will discharge power stored in your battery. We take into account pricing and your usage at different times of the day, to design an efficient schedule and

maximise your savings.

Depending on your energy profile we will adjust the amount of morning charge of the battery. It will store enough energy before 7am to minimise peak energy use from the grid and be close to fully discharge by around 10am so that it has capacity to charge from excess solar throughout the day.

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## Back up power during a power cut

If you experience a grid power outage, you will notice that all of the power in your home will go out. A second later, any circuits connected to the solarZero battery backup will turn on (provided there is sufficient charge in the battery).

If your battery has charge, these circuits will remain live until there is no charge remaining. You can check the state of charge through solarZero monitoring.

It's wise to switch off any unnecessary electrical devices during an outage, in order to maximise the time remaining for the things you need switched on.

If you try to draw too much power (over 3kW at once) the battery will automatically shut down. If this happens, you should switch off the device(s) that caused the outage and wait for the battery to switch back on. A great tip is to make sure your kettle and toaster are turned off during a power cut as they draw large amounts of power at once.

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## Do's and don'ts

We care a lot about your safety. That's why we've come up with some simple solarZero system safety tips.

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Please DO NOT tamper with any part of the solarZero system. That includes the inverter, battery, meter or any wiring.

The solarZero system is a large electrical device that should only be examined or repaired by a licensed contractor approved by solarcity. If you think there's any issues with the system, please contact us right away.

Please DO NOT connect generators or any electrical storage devices to the solarZero system.

If you want to connect a device to the solarZero system but aren't sure if it's permitted, contact us first and we'll let you know.

Last but not least, if you have any questions, please DO contact our solarZero support team on **0800 11 66 55** or send us an email at **customer@solarcity.co.nz**.

We're happy to help!





# The solarZero system

## What's in the cabinet?

- A Inverter** – converts the energy produced by the panels into usable AC power
- B DC and AC isolators** – isolates the flow of current at the point of the isolator
- C Battery** – stores energy produced by the panels and tops up from the grid
- D Energy Management Computer** - controls the solarZero system and enables monitoring

## If you encounter any problems with the solarZero system, check the inverter panel (A) for the following light signals:

- Warning/fault light:**
  - Off = no problem
  - Flashing red = warning
  - Solid red = fault (check the inverter screen for warning and fault codes)
- Standby/on light:**
  - Off = system is off
  - Flashing green = standby
  - Solid green = system is working
- Charge/discharge:**
  - Nothing = not operating
  - Flashing yellow = charging
  - Solid yellow = discharging



## How to switch on the solarZero system

Your system will remain off until it has been approved by an independent inspector, and your meter has been changed to an import/export meter.

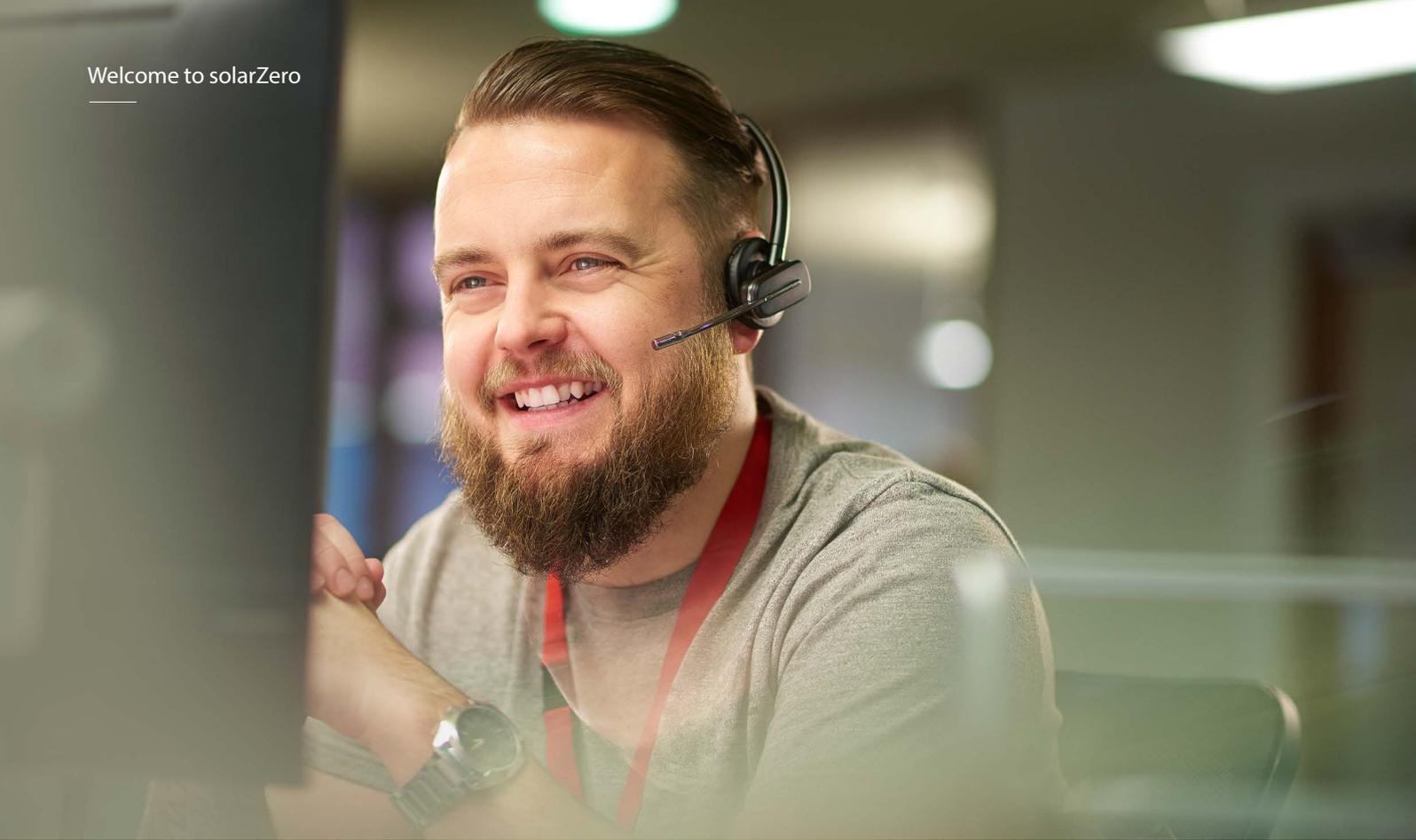
We will then call you (or you can contact us on **0800 11 66 55**) and let you know how to switch the solarZero system on.

Or, the inspector may turn the system on following the inspection.

Cabinet: To open the cabinet door, press the lock to release the handle and rotate the handle counter clockwise by 90°.

- 1 Once you open the cabinet there are two mini switch boxes. We need to ensure everything is in the ON position. Please note these dials will require some force to be switched on.
- 2 Ensure all these switches are on.
- 3 Switch on the battery by pressing the silver push button. The button should then illuminate.
- 4 Switch on the inverter as well using the dial underneath.





## We're here to help



### solarZero support

Introducing our solarZero support team - real people who pride themselves on treating you well.

We understand that joining solarZero is a big decision, and we're delighted you made the choice.

Our solarZero support team is dedicated to making your transition to solarZero as seamless as possible and will be by your side every step of the way.

You can contact us by phone on **0800 11 66 55** or by email at [customer@solarcity.co.nz](mailto:customer@solarcity.co.nz).

It's best to call during business hours  
- Monday - Thursday 8:30am - 5:30pm  
and Friday 8:30am - 5pm.

For emergencies outside of these hours, your call will be directed to an on-call team.

When you call, don't expect to be sent overseas or through a voice-automated maze - a living, breathing person will answer. And not only will we pick up the phone, we'll give you thoughtful, educated and honest answers to your questions.



“ We've had a great experience with solarZero. The people who set us up over the phone made sure we understood everything, and there were no hidden costs. They sorted any issues we had and communicated with us often. ”

**CHRISTINE CROUCHER**

solarZero Customer



## solarZero system Monitoring

For us, identifying problems before they start is a huge priority.

Since we own and manage the solarZero system; you don't have to worry about a thing. We also set up a separate modem that connects directly to your internet router to provide us with the monitoring data needed to make sure that everything is working as it should. Please DO NOT disconnect the modem at any time.

### How is it done?

- The system is equipped with monitoring technology that allows tracking of the solar power production.
- Once the system is up and running, we continually monitor it - catching problems and repairing them before they get worse.
- Remember that you can also view your home's battery and energy stats using solarZero monitoring by signing in to mysolarZero at [mysolarZero.solarcity.co.nz](https://mysolarZero.solarcity.co.nz)

**So go ahead, kick back and relax. We've got you and the solarZero system covered.**



How your energy fees work:

### solarZero services fee

A fixed monthly fee that won't change for the duration of your 20 year agreement.

### Grid energy pricing

#### Access to grid power:

Where you have used additional electricity procured from one of our contracted retail service providers, you will be invoiced for this at wholesale spot prices capped at a maximum of 8c/kWh (plus applicable lines or network charges and GST) with zero margin being added.

#### The solarZero promise:

We will provide a price protection cap of 8c/kWh on the Net Price of Grid Energy you pay each month (plus applicable lines or network charges and GST). This price protection cap will apply for the remainder of your 20-year service term.



## Getting a move on?

If you're moving house, we're here to help.

If you decide to move, make sure you contact our solarZero support team before you put your house on the market. That way we can help make our part of your move smooth and hassle free. Our dedicated transfer team will take care of everything, so you can focus on selling your house.

**Here are the three transfer options available to you:**

1. You can pay out the remainder of the solarZero agreement, and add the remaining solarZero service as a feature to the sale of your home.
2. We can talk to the new homeowner about the benefits of solarZero, and help transfer the service to their name if they wish to take over the service agreement. Simply include in your sale and purchase agreement a requirement that the buyer give us access. You will also need to give us the buyer's name and contact details
3. Transfer the solarZero panels and battery to your new property and continue the solarZero service. There may be a small fee to remove the solarZero service if we are unable to install solarZero on your new home.



**mysolarZero benefits:**

This exclusive online dashboard for solarZero customers has a range of brilliant benefits.

mysolarZero is a web based dashboard that you can access on most devices. Once you log in you can:

- Monitor solar production and battery storage and see your home's overall energy use in real time.
- Enjoy access to an e-Store with exclusive offers on a curated range of energy efficient appliances.
- Manage your account and details.
- Easily access support.
- Earn rewards as a solarZero ambassador – in fact, you can **earn \$500 every time you refer someone to us** who goes on to successfully install solarZero.\*

If you haven't received a login to mysolarZero simply contact our solarZero support team at [customercare@solarcity.co.nz](mailto:customercare@solarcity.co.nz) and they'll make sure you're all sorted.

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**Add-on Broadband:**

Unlimited broadband is an optional add-on that will accelerate your solarZero savings.

You can bundle broadband with your solarZero service at any time. We'll do the initial paperwork then hand it over to 2degrees to complete the switch.

If your current connection type is staying the same, the switch will take about 3-4 working days. If you're upgrading to fibre, it will take about 3-4 weeks. Your monthly solarZero service fee will increase by \$65 + GST.

This monthly fee will stay fixed for the full term of the solarZero agreement.

If you have already selected broadband with your solarZero energy service and require technical assistance, please **get in touch with us on 0800 11 66 55.**

# Share the sun



Amazing things can happen when we join together.

Invite a friend to join solarZero and earn \$500 when they get on board.\*

Log into [mysolarZero.solarcity.co.nz](https://mysolarZero.solarcity.co.nz) to find out more.



\*The \$500 referral bonus will be paid on the successful installation of a solarZero system at the referred customer's house. You can track the status of any referrals you've made and bonuses owed through the mysolarzero dashboard.

# Stay connected.

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Once again, thank you for joining the Grid for Good.

Now that you're up and running, make sure you're up to date with the latest news from the solarZero community.

You can find us on:



[facebook.com/solarcitynz](https://facebook.com/solarcitynz)



[instagram.com/solarcitynz](https://instagram.com/solarcitynz)



[linkedin.com/company/solar-city-new-zealand](https://linkedin.com/company/solar-city-new-zealand)



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