

Guarantee of Excellence (GOE)

The SESSA (Sustainable Energy Society of South Africa) GOE guarantees the client that the products and services sold and installed are of the highest quality. The company you have chosen is a SESSA member in good standing. Current membership status can be viewed under www.sessa.org.za. This company has signed the SESSA code of conduct, giving you, the client, peace of mind. The code of conduct signed includes the following statements:

1. *Shall uphold and enhance the honour, integrity and dignity of the solar industry and SESSA by maintaining high personal and business standards at all times.*
2. *Shall solicit work, advertise and promote their services and products with dignity and truth. Any potentially misleading statements, untruthful statements or actions will result in the member being in breach of this code.*
3. *Shall ensure the safety and satisfaction of the customer and of the community as it is affected by methods and workmanship to the best of that accredited person's ability, and ensure that the highest standards of courtesy and consideration of customers and fellow members is maintained.*
4. *Shall apply their skill and knowledge in the interest of their clients or employers for whom they act as faithful agents or trustees.*
5. *Shall use appropriate materials taking into consideration the legislation, SABS recommended specifications, codes of practice and similar, and the customers' best interests.*
6. *Shall regard as confidential any information concerning the business and technical affairs of their clients and employers.*
7. *Shall inform the industry body, their clients or employers if there is a conflict of interest or disagreements.*
8. *Shall deal honestly and truthfully with clients, employers and government agencies in all matters pertaining to payments, discounts, rebates and grants and the conditions applying to them.*
9. *Shall observe and conform to all relevant Standards and all relevant guidelines, and all applicable laws, ordinances, regulations and codes of practice.*
10. *Shall ensure that any person claiming faulty workmanship or disputing an account shall be referred to the member, or to SESSA, and in the case of complaint regarding inferior workmanship the member concerned shall either:*
 - a. *Make good or replace the work that is subject to the complaint, or recalculate his charge.*
 - b. *Have the case investigated by SESSA and agree to abide by its decision or the decision made by the appointed SESSA independent agent.*
11. *Members in conflict with any of the above may be deemed not to be in good standing and hence liable for suspension.*

SESSA has an Ombudsman that ensures that all parties' rights are protected. Clients and suppliers may approach the Ombudsman, ombudsman@sessa.org.za to resolve disputes, or when any of the abovementioned codes are broken. You, the client, do not have this protection, if you buy from a company that is not a SESSA member.

Customer – Installation information		SESSA – Installer information	
Client Full name		Company Name	
Installation Address		SESSA Member Number	
		DoEL Rep Full Name	
Client contact Number		Electrical contractor #	
Client contact email		Invoice #	

Customer Satisfaction Survey

Questions	Yes or No
Was the installation done professionally?	
Did the staff of the company conduct themselves professionally?	
Were any workmanship mistakes observed?	
Are there any damages to your property?	
If damages were noted, did the company repair the damages?	
Were you trained on the installed system and informed about the emergency procedures?	
Was all information about the system provided in document form?	
Was an Electrical CoC and Single Line diagram supplied?	
According to your knowledge, was an SSEG application submitted?	
Comments:	

This GOE certifies that the SESSA company conducted their business professionally and in line with the SESSA Code of Conduct and Responsibility.

We hereby declare that the installation done by _____ on _____ is satisfactory and that all necessary documentation had been received and the required registrations had been completed, and a confirmation of SSEG registration had been received.

Client full name: _____

Company rep Full name: _____

Client signature: _____

Company rep signature: _____

Date: _____