

**DOCUMENTATION ON :  
QUALITY ASSURANCE SCHEME  
ON GRID-CONNECTED PV SYSTEMS**

***MBIPV PROJECT***

**DISPLAY COPY  
ONLY**

***Version: 2008-11-11***

**PUSAT TENAGA MALAYSIA**

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## **1.0 Quality Assurance Scheme PTM-MBIPV Project**

The PTM-MBIPV Project incorporates a Quality Assurance Scheme for the investigation of complaints relating to any BIPV system installed with financial support from the PTM-MBIPV Project.

The scheme will be administered by the PTM-MBIPV Project. The scheme will involve:

- auditors from the PTM-MBIPV Project who will investigate the initial complaints and provide a report
- the PV Monitoring Centre for any ongoing investigations
- the Mounting Structure Quality Control Centre
- the Inverter Quality Control Centre

### **1.1 Operational Guidelines and Procedures for Complaints**

#### *Guidelines for Owners of a BIPV System in submitting a complaint*

The following are the procedures for submitting a complaint to QAS Secretariat (PTM-MBIPV) and the actions that will be taken.

- Prior to formally complaining to the QAS Secretariat (PTM-MBIPV), the complaint must first be made to the APVSP who supplied and installed the complainant's system. Only after this has been undertaken and the complainant is still not satisfied with the solution should a formal complaint be lodged.
- The complaint shall be in writing and must include:
  - Name and Address of complainant.
  - Exact address where the system is installed.
  - Full contact details of the complainant (Phone, mobile, e-mail, mailing address).
  - Name of APVSP.
  - Date system was commissioned.
  - Full details of the complaint and history.

- Any documented correspondence between the APVSP and the customer with respect to the complaint.
- Upon receiving the complaint, the QAS Secretariat (PTM-MBIPV) shall notify the complainant in writing that the complaint has been received. If further information is required this will be requested in a letter.
- The QAS Secretariat (PTM-MBIPV) will then write to the APVSP notifying them that a complaint has been received.
- Subject to the nature of the complaint, the QAS Secretariat (PTM-MBIPV) will appoint an auditor to inspect the complainant's system and prepare a report.
- Cost of audit for first complaint will be borne by the PTM-MBIPV Project.

*Procedures for QAS Secretariat to process a complaint*

The following are the procedures for processing a complaint when the complaint comes from a customer (system owner).

- The complaint must be in writing and must include:
  - Name and Address of complainant.
  - Exact address where the system is installed.
  - Full contact details of the complainant (Phone, mobile, e-mail, mailing address).
  - Name of APVSP.
  - Date system was commissioned.
  - Full details of the complaint and history.
  - Any documented correspondence between the APVSP and the customer with respect to the complaint.
- Upon receiving the complaint the QAS Secretariat (PTM-MBIPV) shall notify the complainant in writing that it has been received. If further information is required this should be in the notification but a courtesy phone call should also be made explaining why this information is needed.
- Upon receiving the complaint the QAS Secretariat (PTM-MBIPV) shall immediately notify the APVSP via a letter that there has been a complaint and the nature of the complaint. Unless the complainant indicates that there has been a complete breakdown in communication between the supplier/installer and customer, the letter should:

- remind APVSP that it is in the company's interest to attempt to solve the complaint themselves.
- request the APVSP provide the QAS Secretariat (PTM-MBIPV) with a written explanation providing their side of the complaint and
- a copy of the documentation supplied to the customer at the time of quotation, if it is not provided by the customer.
- The QAS Secretariat (PTM-MBIPV) shall appoint an auditor who will inspect the PV system at the site and prepare a report.
- The report is then sent to the QAS Secretariat PTM-MBIPV and the PV Monitoring Centre for further action subject to the conclusions of the report.
- After the complaint has been investigated and the outcome will be reported to the PTM-MBIPV Project.
- *Any outstanding and unresolved complaint(s) about the APVSP will have implication(s) during the renewal of the APVSP licence. The licence may be revoked or downgraded to provisional status depending on the severity of the case.*

**Figure 1: Flowchart on Procedure for Lodging Complaint**





