

VoltX Neovolt Home Battery Installation Guide and Terms of Service

In compliance with national safety regulations, home battery systems in Australia must be installed only by certified professionals to ensure safety.

Through an exclusive partnership with Harvey Norman, VoltX Energy offers expert installation services in NSW via a network of licensed and in-house electricians. Once you've purchased your VoltX Neovolt Home Battery System, our team will reach out to arrange your installation.

Here's a step-by-step guide to our installation process:

1. An energy expert from VoltX Energy will contact you to assess whether your address qualifies for free installation by VoltX Energy. Here's how we determine your eligibility:
 - a. Please check the [list of areas we service in NSW](#).
 - b. If your location is within NSW, we can install for free within 50km. However, we will need to determine the costs for any add-ons or variations.
 - c. If your location is beyond 50km but less than 150km, we need to charge an extra \$250 travel fee for installation. If your location is beyond 150km, we are unable to perform the installation, but we can still ship the products directly to you.
2. If it is qualified, the VoltX Energy expert will get you to share some information. In most cases, the information required from you will include:
 - a. Exact address where the battery will be installed.
 - b. Latest electricity bill.
 - c. Picture of the switchboard.
 - d. Picture surrounding the switchboard.
 - e. Picture where you want the battery to be installed.
3. The installation by VoltX Energy is free by redemption unless add-ons are required. For more details on Free Installation by Redemption, please refer to the 'Free installation by redemption' section below.
4. Based on the information you share; the energy expert will confirm if there are any additional charges you are required to incur to complete the installation. Most installations are completed at no additional charge.
5. Some add-ons (optional or mandatory) require additional charges, details of which will be shared upfront with you, and sent to you via email as an itemised quote. You can find a comprehensive list of add-ons with prices [here](#).

6. Upon your consent to these additional charges, the energy expert will explain the process and schedule the installation at your property.
7. The customer will need to sign a contract to formalise the installation and agree to any variations discussed.

Free Installation by Redemption and NSW Rebate

The VoltX Energy Team can conduct installation in **NSW**. Please refer to this [link](#) to check the postcodes we install in. Other areas may incur additional charges. You always have the option to get the system installed by your own electrician.

This offer applies to customers eligible for the rebate within serviceable areas. Here are the details:

- Total installation cost: **\$1420**
- The VoltX Neovolt system is eligible for a NSW government rebate of **\$1200**. The VoltX Energy team will apply for this rebate as prediscount for you. After full installation, the energy expert will do the paperwork, application preparation and submission. If there are no optional or mandatory add-ons or variations required for installation at your property, this means your invoice owing amount for the installation will be \$220. This payment is required to get the BESS1 rebate.
- **Important:** The free installation by redemption is available only to those who qualify for the government rebate, haven't had a battery in their property previously, and reside within our serviceable area. After your purchase, a VoltX Energy representative will reach out to discuss the next steps, assess your eligibility for free installation, and schedule your installation if applicable.

If you are not eligible for the rebate:

Professional Installation by VoltX Energy: Customers who are within the serviceable area but do not qualify for the government rebate can still choose professional installation by VoltX Energy at a competitive rate. Pricing and details will be provided during your consultation, ensuring transparency and helping you make an informed decision.

Self-Managed Installation: Alternatively, you may use your preferred installer and handle the rebate claim process independently. This option offers flexibility for those with existing relationships with local installers, or if you fall outside of our serviceable area.

Installation Add-Ons and Required Variations

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- Optional: Automatic Blackout Protection (2 Circuits): \$600 — Ensures critical circuits remain powered during outages. These two circuits have to be RCBOs. If they are not RCBOs, upgrade work will be required.
- Optional: Hybrid inverter

Required Variations (as needed):

- 3 Phase Smart Meter: \$500 — Necessary for properties with a three-phase power supply.
- Long Cable Run (5-10m): \$150 — Needed for installations requiring extended cabling.

Explore More Options: For a comprehensive list of all available add-ons and detailed variation costs, please visit [our detailed pricing page](#).

FAQs

1. How do I engage with the VoltX Energy installation team?

Once you've determined your energy needs and chosen the right battery system, reach out to VoltX Energy to schedule an installation consultation. Our experienced team will assess your property, confirm system compatibility, and provide a detailed installation plan. We handle everything from system setup to grid connection and testing, ensuring a seamless installation process.

2. What safety considerations are taken during the installation of VoltX Energy systems?

VoltX Energy systems are designed with built-in safety features, such as multi-level firmware, hardware protection, and thermal management. Professional installation ensures the battery is set up according to local safety regulations and building codes, reducing the risk of electrical hazards. Our certified installers will also ensure that the system is adequately ventilated, securely mounted, and connected to your home's electrical system.

3. What testing is performed after the installation of my battery system?

After installing your battery system, thorough testing ensures everything functions correctly. VoltX Energy's installation team will run diagnostics to check the battery's performance, including its charging and discharging capabilities and energy storage efficiency. The team will verify that safety features, like overcharge protection and temperature regulation, are working properly.

4. What ongoing maintenance is required for my battery system?

Ongoing maintenance for your battery system is essential to ensure optimal performance and longevity. VoltX Energy systems require minimal upkeep, but regular checks can help detect any issues early. Monitoring your system's performance through the provided app or control panel allows you to track energy storage, usage, and efficiency. It's also important to schedule periodic professional inspections to check connections, firmware updates, and overall system health.

5. Where's the best place to put the battery?

- For the optimal installation of your battery energy storage system (BESS), consider the following key factors:
- Avoid locations where external damage, such as vehicle impacts, is likely. Use barriers if necessary.
- Do not install the BESS in hazardous areas and maintain safe distances from gas cylinders and vents.
- Ensure proper airflow by keeping the battery at least 600mm away from windows and ventilation openings.
- Install the system in a location that does not obstruct walkways, exits, or emergency escape routes. Avoid roofs and ceiling spaces unless access is provided.
- Follow the specific installation instructions from the manufacturer for safe operation.

6. What is the workmanship warranty provided for the installation of my battery system?

The VoltX Neovolt Home Battery System is covered by a 10-year product, performance, and workmanship warranty.