



AC Solar Warehouse



AC Solar Warehouse can now provide an end-to-end solution for its equipment installer partners and their customers across 3G and 4G mobile networks

As a leading wholesaler and distributor of solar microinverters, racking, energy storage, and home automation across Australia and New Zealand, AC Solar Warehouse is shipping renewable energy equipment to installers across many remote locations.

Headquartered in Bungalow, North Queensland, AC Solar Warehouse found depending on Wi-Fi or legacy 3G mobile for Internet connectivity posed many challenges for equipment maintenance and customer growth.

A long-standing problem with solar, especially in commercial settings, is the investment is made and solar is turned on, but customers are left in the dark regarding actual usage. Furthermore, if the system stops working, or becomes less efficient, it can heavily impact the return on investment.

Solar connectivity challenges

With rising energy prices driving a solar industry boom – and with many installations on buildings in regional and remote areas – the options for monitoring solar equipment efficiency and system health can be limited.

Secure, Internet-connected solar equipment monitoring enables customers to keep track of their investment and operating costs, and empowers installers to get on the front foot with servicing and maintenance.

To achieve an adequate level of monitoring reliable Internet access is required and this can be challenging in regional areas.

Carriers are retiring 3G networks and Wi-Fi can be unreliable and error-prone. For example, if local Wi-Fi is used, as soon as a change is made to the router, the service can be interrupted leading to unnecessary support requests.

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Closing the gaps with 4G wireless

To address connectivity gaps, AC Solar Warehouse had a 3G wireless solution in use, but it was falling short of the reliability test.

Following a comprehensive testing phase over three months the company transitioned to Permaconn's combined 4G/3G solution.

With a Permaconn communicator, the solar equipment is connected via a secure network and is not vulnerable to customers changing service providers or tampering with a router. Communicators are typically sold with a 5-year data plan and tied in with the solar energy package.

"We've looked into a few products and 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**

Permaconn Business Development Manager, Matt Hardwick, says in some regions there is no Wi-Fi or other form of Internet connectivity, and on sites like schools where there is a higher level of data security it is easier to use 4G.

AC Solar Warehouse installers now have 10 Permaconn devices in production across rural areas, giving them and customers real-time insights into their solar energy use.

Tom Peters, Key Account Manager at AC Solar Warehouse, says the company's solar partners needed a 4G-enabled device, with 3G fallback, allowing equipment to be monitored across both the Telstra and Optus networks.

"Because we are a wholesaler, we are not able to know what network is required when we sell the product and the previous device only used 3G," Peters says.

All app interfacing, activations and changes between Telstra and Optus are managed by AC Solar Warehouse and Permaconn. The installers just plug the device in and away they go.

Opening new business opportunities

With Permaconn, AC Solar Warehouse partners can now realise new ways to generate more ongoing revenue by offering a turnkey, fully managed solution that detects performance, errors and consumption.

And with fewer support enquiries, there is better customer satisfaction for a compelling return on investment.

Connected solar energy equipment is all about giving building owners a view of their systems and when systems are connected to the Internet you can do remote diagnosis and troubleshooting, which is a huge time saver when it comes to servicing remote properties.

"Because we are able to negotiate a custom solution, and we have a unique channel to market, and there is definitely a big benefit in that"

Tom Peters



About AC Solar Warehouse

AC Solar Warehouse is a 100% Australian owned and operated company that wholesales Microinverters, DC optimised inverters, AC and DC solar panels, energy storage equipment and related components required for domestic and commercial solar systems.

We are the largest specialist wholesaler of AC Solar equipment in Australia and have built our business through relationships based on honesty, transparency and integrity.

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Permaconn is the market leader in mission-critical communications solutions. Our private and secure network allow us to provide end-to-end connectivity services for mission-critical systems including intruder security, camera systems and alarm communication.

Our technology works over IP and digital mobile networks (3G, 4G, and the latest dedicated IoT networks) across multiple network operators.

**For further information visit rapidlink.com,
call 1300 55 66 43 or email mail@rapidlink.com**

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