

Qualit'EnR organisation and labels



Solar
thermal



Solar
photovoltaic



Heat
pumps



Biomass



Who are we?

Five founding members (Executive Committee):

3 professional organisations:

UCF-FFB

UNCP-FFB

CAPEB

2 RE industry associations:

Enerplan

SER

Contact persons:

Qualit'EnR management:

André Joffre, *President*

Nadia Beckerich, *General Secretary*

QualiCert:

Jean-Marie Nougaret, *Board member*

William Mademba-sy, *Project Officer*

4 quality labels



January 2006: Transfer of the management of Qualisol scheme (for solar thermal installations) from ADEME to Qualit'EnR



2007: Qualibois for wood fuel installations



2008: QualiPV for photovoltaic installations



2010: QualiPAC for heat pumps (Transferred from AFPAC)

Labels delivered

	2007	2008	2009
Qualisol	12 323	13 041	10 537
QualiPV	-	2 641	5 767
Qualibois	702	1 519	2 059
Total	13 025	17 201	18 363



Qualit'EnR activities

Qualit'EnR scheme covers the following aspects:

- Obtaining the label
- Maintaining the label
- Training
- Audit
- Communication

Obtaining label

- Evidence of the company's **installation activity** in the related field
- Copy of **insurance certificates** (civil liability and ten-years liability insurances)
- The company has fulfilled **tax obligations**
- **signature** of a Charter: **10 commitments** (customer advice, installation rules...)
- **annual costs** : 45€ per label + 50€ passport (administrative costs) + audit

Obtaining label

At least **one technical referent** with technical skills in the related field:

- **previous experience** : submit installation references (the required number varies according to the technology)
- **training** :
 - Qualit'EnR training provided by an accredited training center or industrial partners
 - + validation of MCQ
 - Validation of MCQ organised by Qualit'EnR
 - Relevant education (vocational education, validation of work experience...)

Provided services

- Communication tools
- A quarterly newspaper *Qualit'EnR infos*,
- A web news service *Qualit'EnR flash infos*
- Technical assistance hotline
- Extranet access for installers



Maintaining/Renewing

Requirements to renew label:

- Label must be **renewed every year**
- Legal aspect: activity installation, insurances (cf beforehand)
- One technical referent
- Providing **installation references**

Training activities

- Elaboration of **training programs** in collaboration with experts (working groups)
- Convention with **training centers** providing training to installers (independent organisms or manufacturers)
- Organisation of **training of trainers** sessions
- **Updating** regularly training standards based on audits results

Training: accredited training centers

- **Pre-requisites** in the related field
- **Training equipment** complying with technical specifications
- **Training of trainers**
- Signature of a **convention**
- **96** accredited training centers, **27** accredited manufacturers partners in 2009

Training: installer training

- **Pre-requisites** in the related field
- Requirement to undergo a **technical training** in an accredited training center
- Validation through a **MCQ**

Strategy for 2010

- More training of trainers sessions
- Further reinforcement of validation criteria (MCQ and practical exercises)
- Audit of accredited training centers and industrial partners
- Update of training curriculums

Audit process

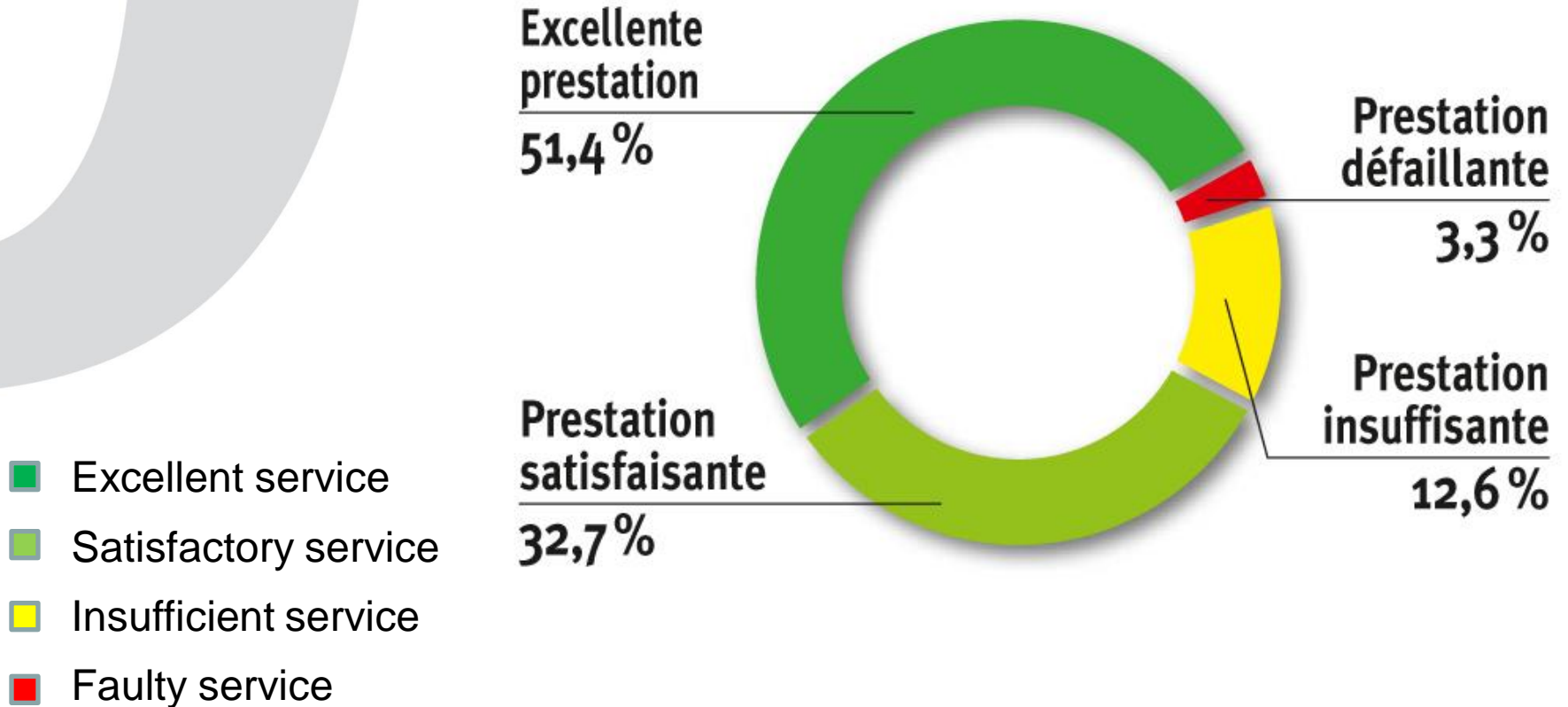
- **Elaboration of audit standards** based on assessment grid developed by experts
+ creation of **self-control tool** for installers
- Installations audited by an independent body
- Audits performed following **reported complaints** or chosen through **declared installation references list**
- at least **1 installation** audited over a **3-year period**
- **Audit results** enable to **promote** best practices and improve installations quality
+ update training programs

Audit process - 4 categories of results

- **Cat. 1 : Excellent service**
 - System perfectly installed without any Non-Conformity (NC)
- **Cat. 2 : Satisfactory service**
 - 1 to 4 minor NC (attestation of correctness to be sent)
- **Cat. 3 : Insufficient service**
 - 5 or + minor NC or 1 major NC (new mandatory audit in the next 6 weeks, if defects not corrected, suspension)
- **Cat. 4 : faulty service**
 - At least 2 major NC (new mandatory audit, suspension)

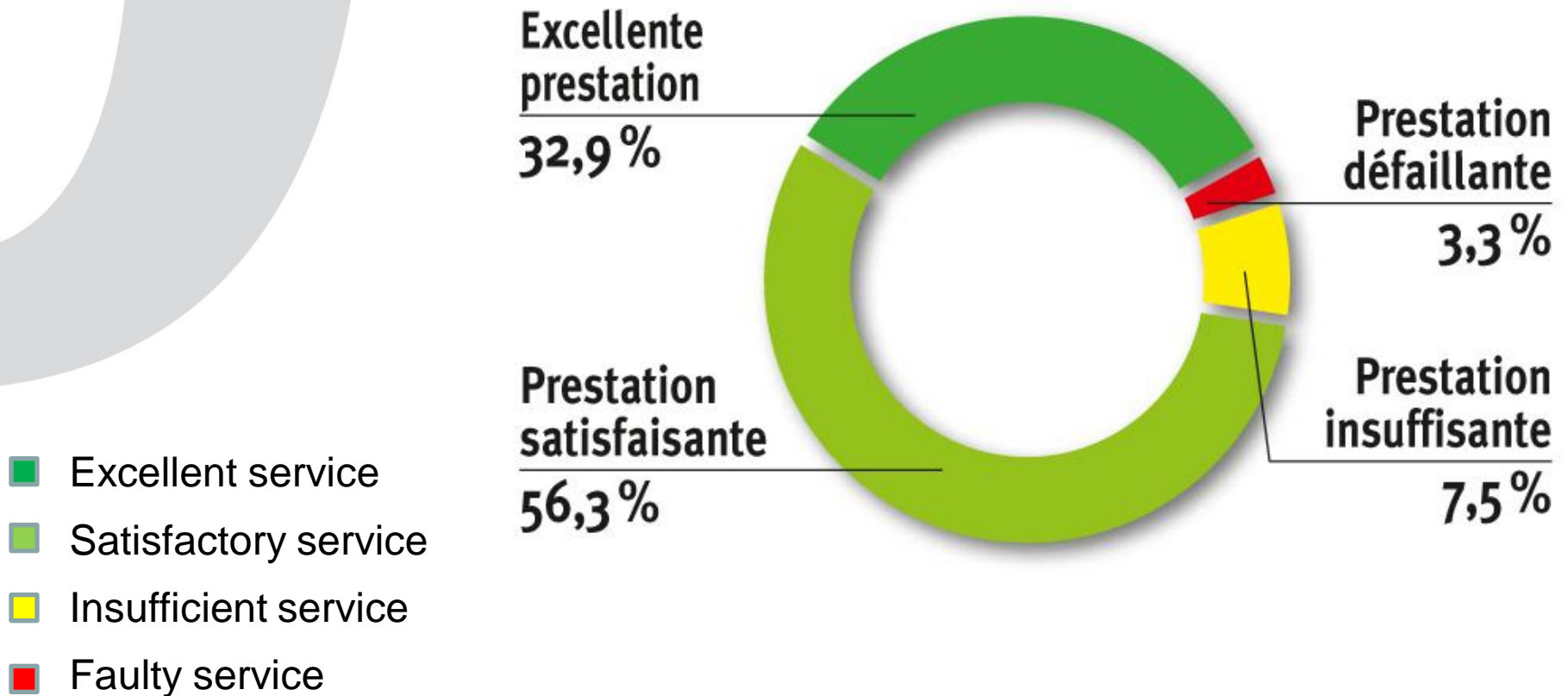
Audit results - SDHW

- 2 037 audits performed (Jan – June 2009)



Audit results - Solar Combisystem

- 240 audits performed (Jan-June 2009)



Audit results - Wood Boilers

- 265 audits performed (Jan-June 2009)

Excellente
prestation

41 %

Prestation
insuffisante

14 %

Prestation
satisfaisante

45 %



- Excellent service
- Satisfactory service
- Insufficient service

Strategy for 2010

- Launch of **audit process for PV installations**
- Elaboration and launch of audit process for wood fuel installations and heat pumps
- Analysis of audit results
- Promotion of best practices to correct current non-conformities
- Launch of PV, wood fuel installations and heat pumps self-control tools

Thank you for your attention



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