

Annex: Recommendations to Solar KEYMARK Network (SKN)

The Complaint Committee has found some areas of improvement in the Scheme Rules and testing methods.

a) Quasi-dynamic testing method and coefficients

There seems to be some doubt about the reproducibility of the individual parameters extracted from the quasi dynamic measurements due to the correlation between some of the parameters. The coefficients are determined using statistical methodologies and there may be times when they do not seem physically possible, although they are determined following the standard correctly. In the case of the second set of test data, no evidence has been found that any of the coefficients are not properly determined. This was confirmed by the third party audit. The Complaint Committee considers that work should be done in this sense by the corresponding standardization committee.

b) Sharing of test reports

The Complaint Committee has no authority to review specific test reports – such reports are confidential information between the client and the Certification Body. The Accreditation Body, however, has the right to study any of the test reports. The Complaint Committee therefore proposes a discussion within the SKN to consider either a change in the Scheme Rules (to allow future Complaint Committee to check test and inspection reports) or to involve the Accreditation Bodies somehow in the assessment of complaints.

c) Resolving conflicts within the Solar KEYMARK Network

It has come to the attention of the Complaint Committee that many of the corrective actions taken by [REDACTED] were clearly understood by the testing laboratory experts of the Complaint Committee during the web meeting of date 2017-06-12. Until this moment there had not been a proper technical discussion between representatives of different SKN laboratories.

The Complaint Committee considers that if this technical discussion would have taken place earlier, a lot of work and conflict could have been prevented and therefore proposes a reflection within the SKN to prevent this from happening again.

d) Improvement of 10 % Rule

The Complaint Committee considers that the 10 % Rule needs to be improved. This has already been discussed within the SKN since March 2016 and there is already a working group created and a Solar Certification Fund Project running on this issue.

e) Costs for the complaint procedure

The Complaint Committee recommends that the Scheme Rules are reviewed to precise the question of costs for the complaint procedure.