

PV GreenCard Membership Terms and Conditions

Version 1 (2025)

Introduction

These Terms and Conditions govern the rights, responsibilities, and obligations of Members of the PV GreenCard Programme. By registering, members commit to maintaining professional standards and supporting the development of a credible and safe solar PV industry in South Africa.

Membership Eligibility

Membership is open exclusively to solar PV Installation Companies that:

- Employ at least one SAPVIA-recognised installer, defined as an individual who has successfully passed the PV GreenCard assessment with SAPVIA accredited training provider;
 - Have a valid Department of Employment and Labour (DoEL) registration (for the lawful issuing of Certificates of Compliance – CoCs);
 - Are committed to upholding the technical, safety and ethical standards of the PV GreenCard Programme.
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Application and Approval

- Applications must be submitted via the official PV GreenCard registration portal.
- Approval is subject to verification of:
 - A valid PV GreenCard certificate for at least one installer on staff;
 - The company's valid Department of Employment and Labour registration;
 - Any other supporting documentation required for programme compliance;
 - Payment of the full membership fee.

SAPVIA reserves the right to reject incomplete, false or non-compliant applications.

Membership Fees

- Membership is subject to an annual fee, payable in advance.
 - Fees are non-refundable and reviewed annually.
 - Lapsed memberships may be suspended or removed from the public directory until fees are settled.
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Member Responsibilities

Installation Companies (Members) are expected to:

- Comply with the PV GreenCard Code of Conduct and all relevant technical and safety standards.
 - Issue PV GreenCard As-Built-Reports only for compliant installations completed by qualified personnel.
 - Cooperate with SAPVIA's monitoring, audits and verification activities.
 - Maintain valid certifications and registration documents.
 - Respond to customer queries and complaints in a timely and professional manner.
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Use and Misuse of the PV GreenCard Mark

- Members in good standing may use the PV GreenCard logo and branding as per official guidelines.
- Misuse includes:
 - Use by expired, suspended or deregistered members;
 - Misleading or unauthorised marketing claims;
 - Implying endorsement or affiliation where none exists.

SAPVIA may take disciplinary or legal action in response to misuse.

Quality Assurance and Audits

- SAPVIA reserves the right to conduct random or scheduled audits to assess compliance.
 - Audits may include:
 - Site inspections
 - Customer feedback reviews
 - Verification of documents and CoCs
 - Non-compliance may result in warnings, mandatory retraining, suspension or deregistration.
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Complaints and Disciplinary Procedure

- Complaints are handled according to the official PV GreenCard Complaints Handling Process (*Annexure A*).
- Possible outcomes:
 - Corrective action
 - Formal warnings
 - Suspension
 - Deregistration

Note: KPIs for turnaround times and resolution tracking are included in Annexure A.

Updating of Member Information

- It is the responsibility of the company administrator to ensure that all company and installer information is accurate and up to date on the member portal, including:
 - Contact details;
 - Department of Labour registration;
 - Installer assignments and staff changes.

Failure to maintain accurate records may result in delisting or communication issues.

Termination of Membership

- Members may cancel membership at any point via a written request to info@pvgreencard.co.za
 - SAPVIA may suspend or terminate membership for:
 - Breach of these Terms;
 - Failure to meet programme standards;
 - Outstanding fees beyond 90 days;
 - Misuse of branding or false representation.
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Member Benefits and Renewal

Member Installation Companies enjoy the following benefits:

- Use of PV GreenCard branding, logo, and installation documentation;
- Listing on the public “Find a PVGC Installation Company” directory;
- Access to technical resources and programme updates;
- Involvement in quality improvement and industry engagement initiatives.

Renewal Reminders:

- Sent 30 days before expiry, and again 7 days prior.
 - Failure to renew on time will result in automatic suspension and delisting.
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Changes to the Programme

SAPVIA may update these Terms and Conditions and programme elements as needed. All members will be notified via email or the PV GreenCard website.

Continued participation implies acceptance.

Privacy and Data Protection

SAPVIA will process all member data in line with the **Protection of Personal Information Act (POPIA)**. Data will only be shared with relevant parties for programme implementation purposes.

Limitation of Liability

SAPVIA is not liable for:

- Installer or company errors;
 - Project failures or financial losses;
 - Any claims resulting from member performance or third-party disputes.
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