



Welcome Pack

VERSION 2.5 / 2025



A fresh path to solar at home.

Welcome to the National Renewable Network (NRN)

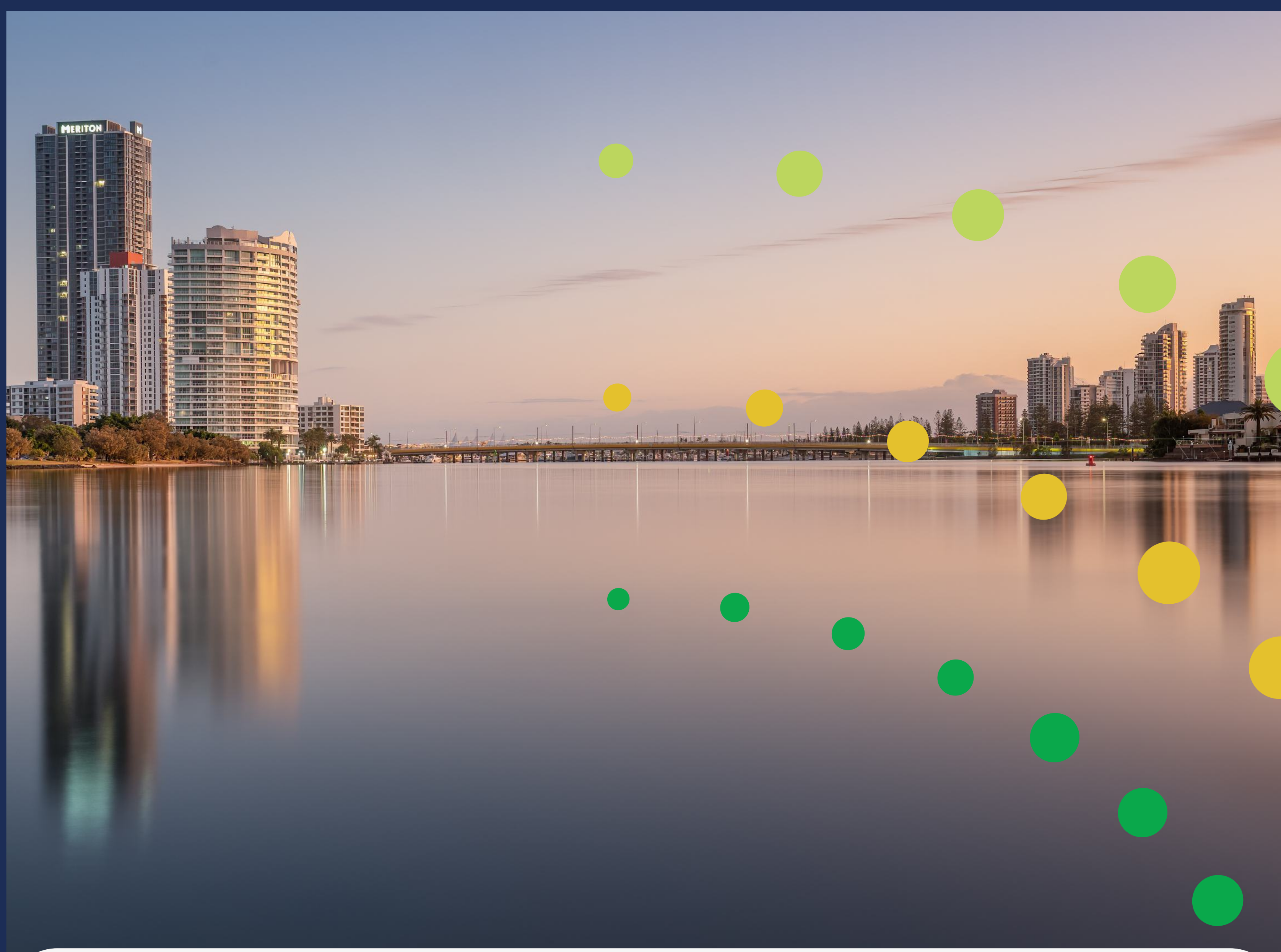
Congratulations on joining our growing community of people who are making a difference to Australia’s climate, oceans, and forestry while also saving money in the process.

We are so excited to have you as part of our network of sustainable homes and businesses powered by solar and battery storage at exclusively low energy rates, ensuring your long-term savings.

We are committed to providing our members with the best possible experience. If you have any questions or concerns, please do not hesitate to contact us.

About NRN

Over the past few years, NRN has been pioneering a transformative approach that promises to revolutionise the current dynamics of the solar industry in Australia. Our distinctive business model creates a symbiotic relationship between solar and battery installers and energy retailers, redefining the value proposition for every stakeholder involved.



Unique Model

At the National Renewable Network (NRN), we’ve developed a unique model that combines cutting-edge technology with an innovative approach to energy savings. Our Virtual Power Plant (VPP) integrates homes and businesses equipped with solar panels and battery storage into a cohesive network. This network allows us to stabilise the grid, reduce energy costs, and enhance the use of renewable energy across Australia

By joining NRN, you’re not just a customer—you’re part of a larger community working towards a greener future. Our VPP leverages advanced software and algorithms to coordinate energy generation and distribution, ensuring optimal performance and reliability. Additionally, our comprehensive maintenance and monitoring services mean you can enjoy the benefits of renewable energy without worrying about system upkeep.

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Welcome to the National Renewable Network! We're thrilled to have you join us in making a significant impact on Australia’s environment while saving money. Together, we are pioneering a sustainable future

Alan Hunter
CEO and Founder, NRN

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Your Solar and Battery System



PV Panels

Photovoltaic (PV) Panels: These solar cells mounted on your roof capture sunlight and convert it into electricity. The electricity produced by these panels is known as "direct current" (DC) electricity. PV panels are made up of many solar cells, typically made from silicon. When sunlight hits these cells, it excites the electrons, creating an electric current. This DC electricity is then sent to an inverter for further processing.



Inverter

Inverter: The inverter is a crucial component that converts the DC electricity generated by the PV panels into alternating current (AC) electricity. AC electricity is the standard form of electricity used in homes and businesses to power appliances, lighting, and other electrical devices. The inverter ensures that the electricity produced by your solar panels is compatible with your home's electrical system.



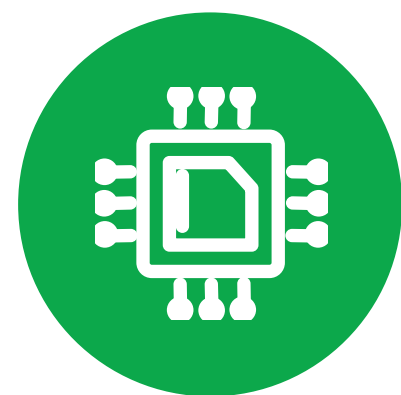
Battery

Battery: The battery stores excess electricity generated by the PV panels. During the day, when the panels produce more electricity than your home needs, the surplus is stored in the battery. This stored electricity can then be used at night or during cloudy days when the solar panels are not generating electricity. By storing and using this excess energy, you can maximise your use of renewable energy and reduce reliance on the grid.



NRN PV Distribution Board

NRN PV Distribution Board: This contains additional equipment needed to operate the NRN system. It includes metering devices that monitor the amount of electricity generated by the PV panels, the energy stored and discharged by the battery, and the electricity consumed by your home. The board also houses a 4G modem for remote monitoring and control devices that ensure optimal performance and safety of the entire system.



Smart Meters

Smart Meters: These devices measure the amount of electricity your solar system generates, the energy flows to and from the battery, and the electricity drawn from or fed back into the grid. The meters provide essential data for tracking your energy production and consumption, helping you understand your energy usage patterns and your solar system's performance.



Grid

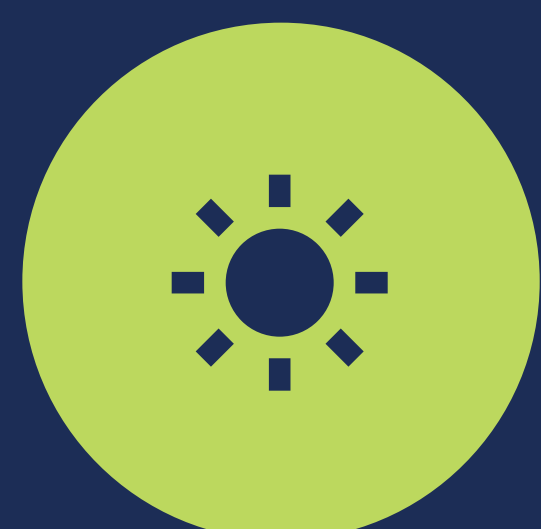
Grid: The grid is the network of power lines that delivers electricity to your home. When your system does not produce enough electricity to meet your needs, you can draw power from the grid to ensure a continuous supply - but your cost does not change. By connecting to the grid, you can achieve a balance between your energy production and consumption, enhancing the efficiency and reliability of your renewable energy system.

How the system works

During the day, the PV panels generate electricity, which is passed through the inverter and used to power your home. Excess energy is stored in the battery for later use. At night, the battery supplies electricity to your home.

The NRN system automatically manages energy generation and distribution, ensuring optimal performance without manual intervention.

Maintenance and Safety



NRN will maintain and service the entire system for you. This includes all repair work, faults, replacements, warranties, and upgrades for the entire duration of your membership. This ensures that you have no future costs to worry about as an NRN member.



Every solar system installed by NRN is tracked and monitored daily to ensure optimal performance. If there is a fault with your system, NRN is automatically alerted by the tracking device installed. Our technicians then diagnose and resolve the issue either virtually or on-site.



NRN After-Care Services include continuous live monitoring and diagnostics to track and analyse your system's performance, as well as routine on-site system audits to ensure everything is functioning correctly, all provided throughout the duration of your contract.



Safety Precautions

Your premium solar and battery system is very safe, but there are a few precautions to avoid hazards:

- Do not touch any exposed wires or components.
- Do not attempt to repair or modify the system yourself. Contact NRN for concerns.
- Do not tamper with any electrical components.
- Keep the area around the inverter and battery clear.
- Keep the solar panels clear of debris and preventable shade.
- Do not attempt to clean the panels yourself; NRN will handle this.

Your Responsibilities: Maintain clear access to the panels, prevent damage to the equipment, ensure your homeowners insurance covers the solar system, and notify NRN of any changes in ownership or tenancy.

NRN's Responsibilities: NRN will provide regular maintenance, cover servicing or warranty costs, and continuously monitor the system's performance to ensure optimal operation.

User Guide iSolarCloud

Introduction

This user guide provides step-by-step instructions on how to set up your new solar monitoring app.



Download iSolarCloud App:

The iSolarCloud monitoring app can be downloaded from the app store on multiple devices. It lets you view your home's real-time electrical consumption data, solar generation, and battery charge capacity.

Step one: Download the App

1. Go to your device's app store (App Store for iOS or Google Play for Android).
2. Search for "iSolarCloud" and tap on the orange app icon.
3. Download and install the app.

Step Two: Register Your Account

1. Open the app when downloaded.
2. On the home page, tap the "Register" button.
3. Select "Australian Server."
4. Select "Owner."

Step Three: Enter Your Information

1. Fill in the required information, including your full name, email address, and a strong password.
2. Once you've entered your email address, click "Send" to receive the verification code.
3. Open your email, click the verification link, and re-enter the code provided in your iSolarCloud app.

Step Four: Send Your Username

1. Send your customer name and address plus new username to support@nrn.com.au.
2. You will be notified when your site is ready to be viewed in iSolarCloud.

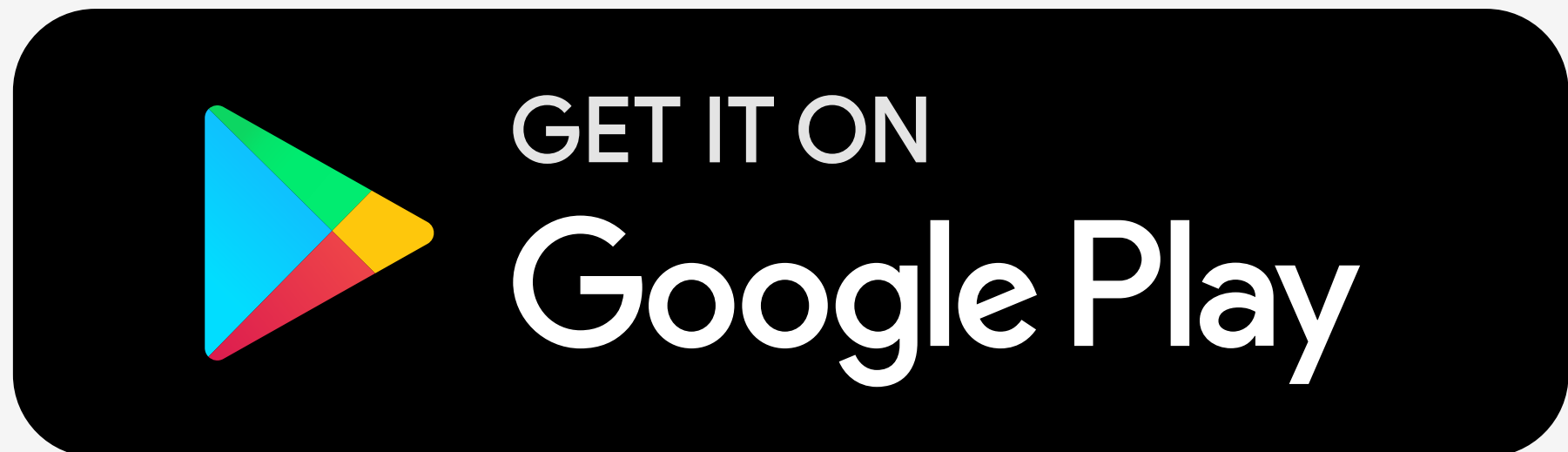
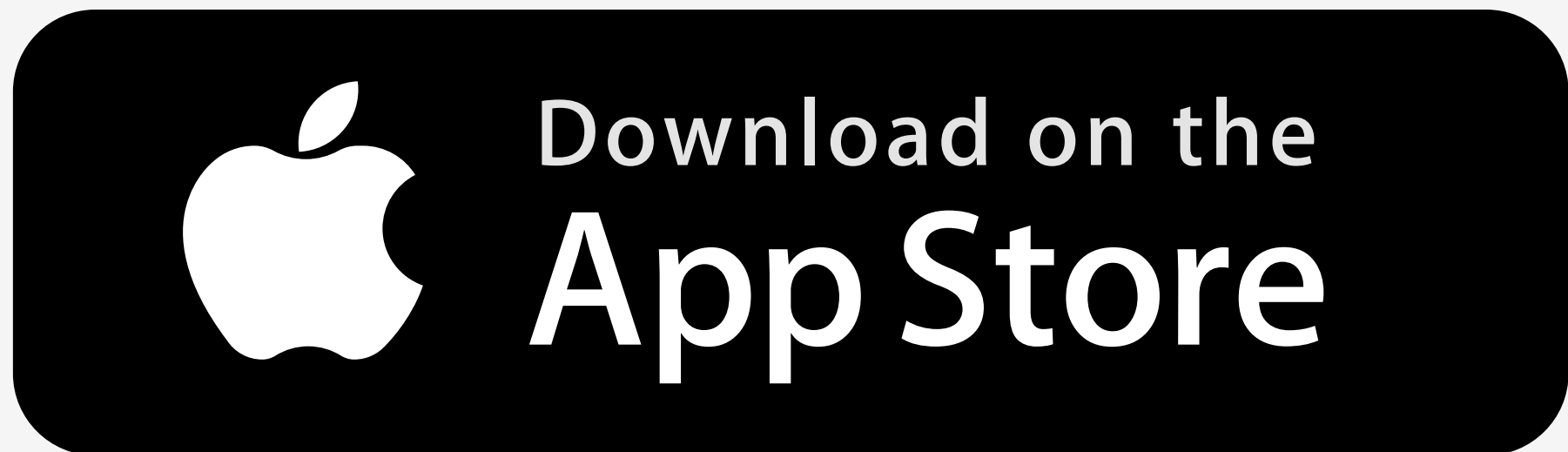
Step Five: Log in

1. Return to the iSolarCloud app.
2. Use your registered email and password to log in.
3. Once you have successfully logged in, you will see your solar 'plant' automatically displayed, allowing you to view your dashboard.

Congratulations!

You've successfully set up your iSolarCloud account. You can now start monitoring your solar energy system from the convenience of your mobile device in real-time. If you encounter any issues during the setup process, please contact our customer support for assistance at support@nrn.com.au

Download on App Store



iSolarCloud, developed by SunGrow and integrated by NRN, is a top-tier monitoring system for photovoltaic (PV) and energy storage plants. This advanced system offers centralised PV plant management, user-defined performance views, and comprehensive plant supervision through multi-dimensional analysis. Accessible via web portal and app, iSolarCloud ensures a seamless and user-friendly experience for managing solar energy systems globally.

Designed for simplicity and efficiency, users benefit from real-time fault analysis and reporting, enabling quick troubleshooting and effective problem resolution. This streamlined approach keeps the monitoring system efficient and responsive, ensuring optimal plant performance.

Customer FAQs

What are the costs involved?

No smoke and mirrors here. There are zero upfront costs with NRN. You'll be billed at a reduced rate for the solar and battery power you use. A fixed daily fee will cover network costs and give you access to our Virtual Power Plant (VPP). All of these are included in your more affordable energy plan.

What is a VPP (Virtual Power Plant)?

A Virtual Power Plant is a network of connected systems providing power and other grid services. The VPP is controlled by a central system that manages the production and distribution of electricity according to demand.

When electricity demand is high, the VPP draws power from multiple sources and distributes it to the grid. When demand is low, the VPP can store excess energy in batteries or sell it back to the grid. VPPs help to increase the efficiency and reliability of the energy grid by balancing the supply and demand of electricity. They can reduce the need for expensive grid upgrades to meet peak demand.

What happens if the system isn't working right?

Leave the technical stuff to us. At NRN, we handle regular monitoring and maintenance to ensure your system runs efficiently. If there's a hiccup, we'll fix it at no extra cost. You can rest easy knowing we take full responsibility for the system's operation and performance.

What if I rent the property?

If you're a landlord, you can extend the benefits of the NRN agreement to your tenants by signing a new occupier agreement. This means your tenants can enjoy all the perks of affordable, sustainable energy, making your property even more attractive.

Sounds too good; what's the catch?

We hear this a lot, and we get it—the answer is simple: there's no catch. Installing a solar and battery system comes with no upfront costs or financing. As long as you're with an NRN Partner Energy Retailer, the cost of accessing the system is included in your electricity bill.

Your energy plan works just like a standard electricity plan, but with the added benefit of solar and battery storage. You still buy electricity from the grid when needed, but you also get access to the energy your system generates. This setup helps lower your energy costs while giving you greater control over your energy usage.

If you ever choose to leave an NRN Partner Energy Retailer, you'll be automatically switched to NRN Direct, allowing you to continue using your solar and battery system.

Can I switch retailers?

Freedom of choice is a big deal for us. You can switch energy retailers whenever you want, so long as you choose another NRN Partner Retailer. This ensures your plan continues to cover all system operation and maintenance costs. If you opt for a non-partner retailer, a daily fee will be charged by NRN on top of the standard rates and fees.

How long is the agreement, and what happens at the end?

The NRN agreement covers ongoing service and maintenance for ten years. You can buy out the system at any time at the depreciated value. If, after ten years, you choose to continue with the NRN plans, we will upgrade your battery and inverter at no extra charge. Alternatively, you'll have the opportunity to purchase or remove the system if that suits your plans.

Can I buy the system? What if I sell my home?

If you'd like to purchase your solar and battery system at any time, simply contact NRN at support@nrn.com.au or call us on 1800 595 348, and we'll provide you with a buyout price. If you decide to sell your home, the system must be bought out as part of the sale. Get in touch with us, and we'll provide the current buyout figure to facilitate the process.



Your Contact for 'Electricity & Billing':
Discuss any questions about electricity and billing
with your energy retailer.

Your Contact for System Hardware:
For all matters regarding the solar and battery
hardware, contact NRN

1800 595 348
support@nrn.com.au

nrn.com.au

