

OFFICIAL

Public Warning Notice

Issued under section 48 of the *Fair Trading Act 1987* (SA)

and section 223 of the *Australian Consumer Law* (SA)

1 Solar Australia Pty Ltd trading as Solar Power Nation

The Commissioner for Consumer Affairs is issuing a public warning notice about 1 Solar Australia Pty Ltd (ACN 134 707 538) trading as Solar Power Nation (**the Company**) and matters involving the Company which adversely affects or may adversely affect the interest of consumers.

The Company is involved in the supply and installation of solar systems and batteries.

Consumer and Business Services (**CBS**) recorded 94 complaints by consumers against the Company or entities related to it (Solar Power Nation Pty Ltd, 1 Solar Australia Pty Ltd, and Solar Australia Pty Ltd) between July 2025 and April 2026 in relation to the supply and installation of solar systems and battery products.

These complaints have involved the following allegations:

- 41 consumers complaints where consumers have alleged they paid deposits to the Company for the installation of a solar system, battery or other products and the Company failed to arrange the installation and delivery of those products in a reasonable time or at all, despite repeated requests by consumers;
- 26 complaints where it is alleged that a product installed by the Company has either not worked as intended or has stopped working;
- Repeated delays in the delivery of products and services by the Company;
- Consumers being ignored or blocked when chasing installation dates, refunds, warranty queries and defective product queries from the Company; and
- Defective or unsafe installations by the Company or its agents, and a refusal or failure to rectify those defects when they are raised with the Company by consumers.

CBS has raised these issues with the Company. The Company claims that a surge in customer demand created by the reduction of State and Commonwealth Government rebates on 30 April 2026 created scheduling delays and a delay in processing refunds.

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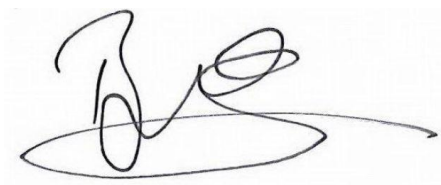
Under section 158 of the *Australian Consumer Law* (SA) it is an offence to accept payment for the supply of goods or services and then fail to supply the goods or services or fail to supply them in a reasonable time. It is also an offence to accept payment while reckless as to whether the goods or services can be supplied.

The Company, and the abovementioned allegations, are the subject of a current investigation by CBS.

Any person who has concerns about their dealings with the Company, or information they consider could be relevant to the investigation, should contact CBS on 131 882.

I have determined to issue this notice because I am satisfied it is in the public interest to do so.

I am also satisfied that there are reasonable grounds to suspect that the conduct may constitute a contravention of a provision of Chapter 2, 3 or 4 of the ACL, that one or more other persons has suffered, or is likely to suffer, detriment as a result of the conduct; and it is in the public interest to issue the notice.

A handwritten signature in black ink, appearing to be 'Ben Broyd', with a long horizontal flourish extending to the right.

Ben Broyd

Assistant Commissioner and Delegate of the Commissioner for Consumer Affairs

Dated: 23 July 2026