# A $29,882 solar battery that will not charge — and three companies that have stopped answering

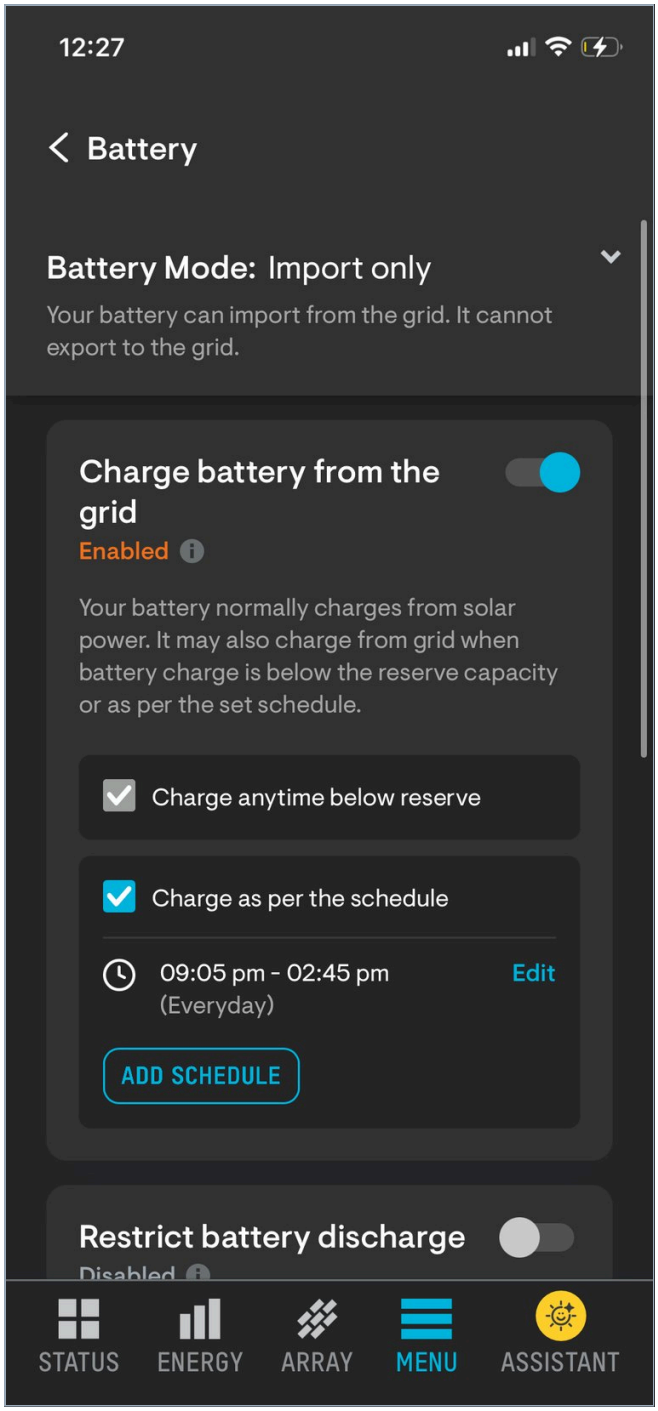
**Robert Hackney · Greensborough VIC · 2 November 2026**

**Full record with every screenshot: robhackney.com/enphase-nectr-OAS-solar-complaint**

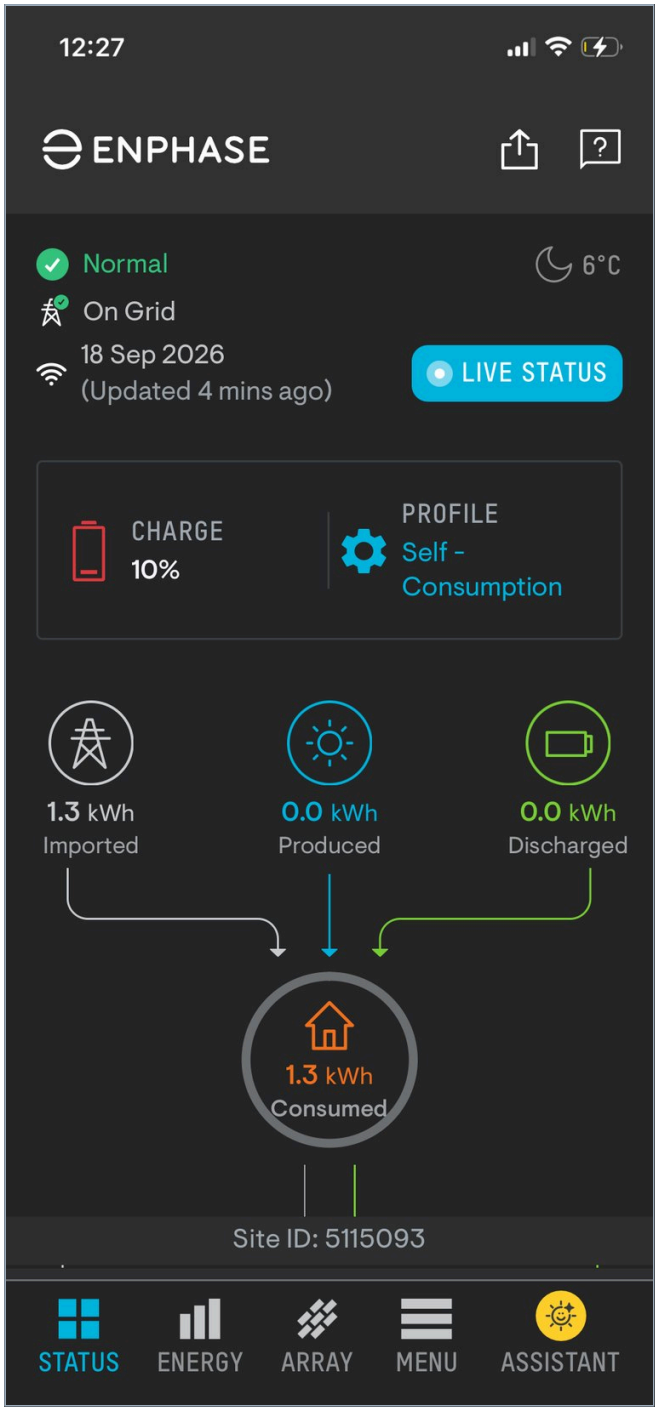
## At a glance

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|---|---|
| **What was bought** | **8.8 kW solar + 20 Enphase IQ8AC microinverters + 2 Enphase IQ Battery 5P, 20 March 2024** |
| **Price** | $29,882.00 — $25,854.00 financed by Nectr's finance company, **$430.90 a month on the electricity bill** |
| **Who sold it** | **Nectr** (electricity retailer) as its "Nectr Bee System Bundle"; installed by **Online Air & Solar**; made by **Enphase** |
| **The fault** | Since about April 2026 the battery repeatedly fails to charge from the grid when scheduled — documented 18 May, 20 May, 18 Sep and 30 Sep 2026 |
| **The proof** | 18 Sep 2026, 00:27, two screenshots fifteen seconds apart: grid charging **enabled**, 9:05 pm schedule, 100% target — and 82 minutes into that window the battery sits at **10%, 1.3 kWh imported, 0.0 kWh charged** |
| **Unexplained change** | Between 18 Sep and 16 Oct the charge schedule changed from **9:05 pm to 9:00 am**. The owner did not change it. Nobody has explained it |
| **Enphase in writing** | "it is charging from the grid… it will pull from the grid" and "a calibration issue with the batteries" (28 May 2026) |
| **Six months of "fixes"** | Remote firmware updates only. One installer visit (2 Oct) spent 90 minutes on the phone to Enphase; the promised fix failed. **No Enphase technician has ever attended** |
| **Cost so far** | Grid import **+91%** year on year (+$1,269.10). Nectr offered **$150** |
| **Still owing** | $13,357.90 on the finance — for a battery that does not do what it was sold to do |

## The proof — 18 September 2026, fifteen seconds apart




00:27 — grid charging enabled, 9:05 pm schedule, 100% target




82 minutes into the window — 10%, 1.3 kWh imported, 0.0 kWh charged

## What has been done

| Date | Step | Response |
|---|---|---|
| 15 May 2026 | First written fault report | Remote checks only; site visit refused |
| 18–22 Sep 2026 | Formal notice of VCAT action | Nectr refers the owner back to Enphase |
| 16 Oct 2026 | Letter of demand + 5 attachments to all three companies, response by 30 Oct | **None.** An automated ticket, a survey, a marketing email |

| | | |
|---|---|---|
| 19 Oct 2026 | Consumer Affairs Victoria complaint C2026/10/007957 | Acknowledged |
| 20 Oct 2026 | Energy & Water Ombudsman Victoria EWOV/2026/00088262 | Declined as "faulty solar"; reconsideration requested 2 Nov |
| 2 Nov 2026 | Rejection of the goods (ACL s 259) and formal billing dispute | Response due 16 Nov 2026, then VCAT |

## Why it matters beyond one house

- **Bundled and financed by the retailer.** The battery was sold as part of an electricity plan and is repaid on the power bill. If the owner leaves the retailer, the balance can be called in as a lump sum. The customer cannot walk away from a product that does not work.
- **Everyone points at someone else.** The retailer says it is the manufacturer's problem. The manufacturer diagnoses remotely and finds "no active fault". The installer defers to the manufacturer. The ombudsman says it is a product issue. The consumer is left paying.
- **The law is clear.** Goods must be of acceptable quality (ACL s 54). A major failure gives a right to reject and a refund (ss 259–263). A finance company linked to the seller shares liability (s 278). None of the three has engaged with any of it.

## What the owner is asking for

A refund (or discharge of the finance and repayment of instalments), the $1,269.10 in extra electricity, and removal of the equipment — **or** a qualified technician on site with authority to replace hardware. "I would much rather just get the thing fixed" — in writing, 11 June 2026.

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**Contact:** Rob Hackney · r.m.hackney@gmail.com · full evidence pack available on request