

Testing Purpose:

- **Validate the functionality, usability, and reliability of the new solar water heating system in a real-world environment.**
- **Ensure the system meets or exceeds all advertised performance metrics.**

Testing Roles and Responsibilities:

- **Beta Test Manager: Oversees the entire beta testing process.**
- **Product Managers: Provide product knowledge and act as a bridge between testers and the development team.**
- **Technical Support Specialists: Assist with installation, troubleshooting, and technical questions.**
- **Quality Assurance Analysts: Monitor and document test results.**

Test Participants and Incentives:

- **Selection criteria: Homeowners with suitable properties for installation and an interest in renewable energy solutions.**
- **Incentives: Discount on the final product, extended warranty, and recognition in the company's "Green Ambassadors" program.**

Contacting Testers:

- **Recruitment through SRU's website, social media channels, and email newsletters.**
- **Ongoing engagement through a dedicated beta testing community forum and regular email updates.**

Testing Objectives:

- **Evaluate system performance under various climate conditions.**
- **Assess the ease of installation and user-friendliness of the system controls.**
- **Test the durability and maintenance requirements over the testing period.**

Test Venues:

- **Participants' residences, ensuring a diverse range of locations and climate conditions.**

Communications:

- Regular updates and feedback through a dedicated beta test portal.
- Direct communication channels via email and phone for immediate support.

Costs and Funding:

- Budget allocated for the beta test phase, covering equipment costs, incentives, and personnel.
- Funding sourced from the product development budget.

Testing Schedule:

- Recruitment phase: 1 month
- Installation phase: 2 months
- Active testing phase: 3 months
- Review and feedback phase: 1 month

Legal Considerations:

- All participants sign NDAs to protect proprietary information.
- Liability waivers to be signed covering the installation and use of the beta units.

Testing KPIs:

- System installation time and ease.
- Number of technical issues reported and resolved.
- User satisfaction ratings with the system's performance and usability.
- Percentage of uptime versus downtime.
- Feedback response rate and quality.