Do great work. Get noticed. Grow with Smappee

Smappee Installer Loyalty Programme



Your work deserves recognition beyond a one-time certification exam. Our Installer Loyalty Programme brings together learning, real installation experience, technical quality and ongoing engagement in one development journey.

One important change

Your qualification and future progress are based on several success indicators, not simply passing a quiz.

01

Knowledge and readiness

Learning through Smappee Academy and keeping your product knowledge up to date.

02

Installation activity

Gaining practical experience and staying active with Smappee installations.

03

Technical quality

Delivering reliable installations and avoiding preventable technical issues.

04

Engagement & professionalism

Staying involved and following up on opportunities.

Certified → Premium → Elite

Certified

Recognised for meeting Smappee's installer standards.

Existing Certified status is kept during the transition

Premium

A next step for installers demonstrating consistent quality, activity and engagement.

Elite

Recognition for sustained high performance and contribution to the Smappee network.

What's in it for you?

Existing Certified installers keep their recognisted status and currenct access to second-line technical support, in line with the current support policy. Academy courses remain available.

Future benefits include more recognition, practical sales and marketing tools, lead opportunities and other tier-specific support

What happens next?

Already certified | From 25 November 2026, existing Certified installers in Belgium, France and the Netherlands will be contacted to review their Partner Portal details. No new certification exam is required.

Not yet certified | You can express your interest in joining the Loyalty Programme through your Partner Portal account details. This records your interest, it does not grant certification or second-line support. A structured onboarding journey will follow in a later phase.

Keep learning with Smappee Academy and look out for further programme information and next steps through the Partner Portal.

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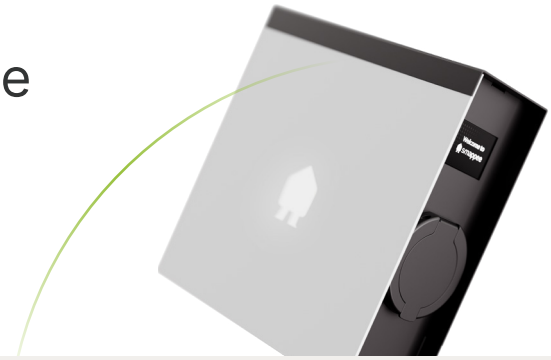

Frequently asked questions

Do I still need to pass a certification exam?

No. Under the new programme, certification is based on several criteria, including Academy learning, practical installation experience and technical quality. Passing a quiz alone is no longer sufficient.

I'm already Certified. Will anything change for me?

Your existing Certified status remains recognised during the transition, including your current access to second-line technical support. You'll be invited to review your Partner Portal details as part of the first rollout. You will be notified when additional benefits become available to you.

What benefits can I expect?

As a Certified Installer, you receive recognition for your expertise and access to second-line technical support in line with our current support policy.

As the programme develops, additional benefits will be introduced, including practical sales and marketing tools, opportunities to receive leads, additional support and recognition for higher-tier installers.

Can I join if I'm not yet Certified?

Yes! You can already register your interest through your Partner Portal account details. Note that this doesn't automatically grant certification.

What are the requirements to become Certified?

Certification is based on more than training alone. We look at your knowledge and development through Smappee Academy, your installation activity and the technical quality of your work.

New installers will follow a three-month onboarding journey to demonstrate that they meet Smappee's standards. We'll share the detailed requirements when this journey becomes available.

When can I progress to Premium or Elite?

Higher tiers and their additional benefits will be introduced progressively. We'll communicate the requirements and opportunities as the programme develops.