

The 18 Questions to ask your Solar Panel Installer

The killer questions to help you decide who is going to be the right supplier!

This may be one of the most significant upgrades you'll make to your home or business. Ensuring you get the right supplier is critical, as mistakes in the installation process can later cost you in energy and money.

Asking the same questions of all potential suppliers will help you determine who might be the right fit for you.

GENERAL QUESTIONS

- 1.) Are you MCS registered?
- 2.) What is your health and safety regime?
- 3.) Please can I speak to a customer whom you installed more than 1 year ago?
- 4.) What will you do if you break or damage anything while here?
- 5.) Who do you use to do the actual work on-site?
- 6.) How long have you worked with them for?
- 7.) What is the manufacturer support like for these products?
- 8.) What kind of ongoing support do you offer including, what are your servicing arrangements? *(Remember: A good aftercare package ensures your system continues to perform optimally and that any problems are addressed promptly. Check for warranties on both the solar PV system and the battery. Look for guarantees of at least 10-25 years for panels and 5-10 years for batteries.)*
- 9.) How do the things you've quoted for all work together?
- 10.) How do you attract new business?
- 11.) Bonus question: What's your favourite type of biscuit?
Because it's always good to keep your installers happy with a good biscuit!

Always verify their expertise and accreditation:

Look for suppliers with the right certifications and accreditations to ensure quality and compliance with industry standards.

- **MCS Certification** (Microgeneration Certification Scheme): Ensures the supplier meets the standards for solar PV installations in the UK.
- **RECC Membership** (Renewable Energy Consumer Code): Protects your rights as a customer.
- **Experience**: Check how long they've been in business and whether they specialise in solar PV and battery systems.

SPECIFIC SOLAR PV AND BATTERY QUESTIONS:

12.) Why have you chosen the number and output of panels that you have?

13.) Why have you chosen the brand and size of inverter that you have?

14.) What do you know about the supply chain of your panels, were they made using slave labour?

15.) If you have a slate roof be sure to ask what flashing kit or special measures for slate they are taking.

16.) How do you test the panels to ensure they all work when you put them on the roof?

17.) If you're unable to go up onto the roof to look at their workmanship, ask them if they will show you a video or close-up photos of the state of your roof during work.

18.) How fast does the battery charge and discharge?

Demand a Tailored Solution

Ensure the supplier offers a solution customised to your specific needs.

- **Site Survey**: Look for suppliers who perform a thorough site assessment.
- **Detailed Proposal**: They should provide a breakdown of costs, expected energy savings, and system performance estimates tailored to your property.
- **Future-Proofing**: Check that they recommend systems compatible with future expansions or upgrades.