

A worker in a blue uniform and white hard hat is kneeling on a roof, using a power drill to install a solar panel. The background shows a clear blue sky and some trees.

CLEAN ENERGY

THE 7 INDUSTRY SECRETS

MOST SOLAR COMPANIES
WON'T SHARE

MAKING SURE YOUR SOLAR SYSTEM IS RIGHT

As one of the most significant advances in our technological and environmental history, solar energy is one of the most secure, reliable and affordable sources of electricity we have ever known. It provides us with the power to slash our energy bills, strengthen our independence from energy retail giants, increase the value of our homes and make a powerful contribution to the reduction in greenhouse gas emissions into the environment.

However, just like the type of car you drive or the size shoe you wear, a one-size-fits-all approach gets everyone into trouble right from the start. We want to lift the lid on a range of problems, often hidden in the fine print or the sales pitch, which will empower you to make a strong, educated decision about a solar energy solution that's right for you, delivering a secure long-term return on investment with built-in protection you can legitimately rely on.

To keep it short and sweet...it's not hard, it's personal.



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TRANSPARENCY IS INTENTIONALLY AVOIDED

With hundreds of new companies flooding the solar market every year no wonder it became a hassle for most homeowners to make an informed decision when choosing the right system for their home.

There is a massive issue around trust in the solar market as homeowners have been misled by commission-based salespeople, ending up with systems that are faulty, too big, too small, too expensive, disastrously financed and more.

With interest in solar on the rise there is a natural increase in companies entering the market to service the demand and an inevitable blend of “shonky” operators who are in it for a quick buck until the next new thing comes along.

One of the easiest ways to maximise their bottom line is to cut corners with the components and provide no transparency to customers in regards to the entire process.

Ethical business know and understand the vital role of trust in the long-term success of any relationship and the need for transparency to be a fundamental part of building that trust. This is a long game requiring more commitment, so when you find it in a solar provider you are likely in safe hands.

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SOLAR DOESN'T WORK FOR EVERYONE

As much as we would love to see every family enjoying the benefits of solar, the reality is every home is different. If you have a large tree on the north side of your property, asbestos or a decramastic (metal tiled) roof, you will need to put solar on hold until these issues are resolved because they have a significant impact on the performance of your system and in some cases your family's safety

The only way to be sure is to undergo a full site inspection during the design phase of your solar installation. This will determine what's possible and how to get the best balance between output and input so that your 25-year investment serves you for the duration.

If you are purchasing your system from a sales team, again, beware. Only a Clean Energy Council accredited solar installer can know exactly how to create the best solar system for your circumstances. In addition, they have a duty of care to be upfront with you if solar is not going to provide you with the long-term results to make it worthwhile.



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NOT ALL WARRANTIES ARE THE SAME

Most solar companies are flashing manufacturer's warranties of 10, 15 or even 25 years, leading you to believe that for the duration of that time you are fully covered in the event of a claim. However, you often won't be told outright that while your solar provider will replace the faulty product under the manufacturer's warranty, they will also charge you a call-out fee, shipping fee and labour costs for re-installing the faulty part (i.e. panel, inverter, isolators, mounting system). In some cases, this can add up from hundreds to in excess of thousands of dollars.

First and foremost, don't buy a solar system based on a bargain-basement price; cheap products, poorly installed, are a recipe for certain disaster (more on that later). It is also highly recommended that you make sure your installer offers a replacement warranty on all materials and workmanship. Then, in the unlikely event that your quality products do fail, replacement is guaranteed at absolutely no cost to you.

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YOU MUST USE PRODUCTS WITH AN AUSTRALIAN PRESENCE

Solar companies come and go, however, the products they install often carry a 25-year warranty. If your installer goes out of business (this is more common than you might think) and they have sourced your solar equipment directly from an overseas supplier, it will be very difficult and very expensive for you to make a warranty claim. You will have to ship your faulty equipment overseas, back to the original supplier, and in the worst of circumstances, it will be cheaper to buy a whole new system than to repair or replace your existing system under warranty!

It is essential to ensure your solar provider sources quality products from reputable manufacturers who have representation in Australia and who will also guarantee their support in the event you need to make a claim.



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BUYING A CHEAPER SYSTEM DOES NOT SAVE YOU MONEY

If a solar system seems too cheap to be true, then it probably is!

If you are being offered a cheap solar system, this is a significant red flag.

- Solar companies can't survive in business purely undercutting their competitors. Eventually they go out of business and won't be there to support you in the long-term.
- High risk of system failure within the first 3 years.
- Cheap components with no Australian presence are a warranty nightmare.
- Cost-cutting often means after-sales support and service is dropped.
- You can be pretty confident that the output of your system is compromised and financial losses incur for the lifetime of your system.
- Non CEC Accredited design and installation increasing your risk of danger, including fire.

Cheaper solar systems are only made possible by the manufacturer cutting corners. While higher quality components may result in your system being more expensive at the front end, they guarantee the longevity of your system (and hence return on investment) and your family's safety.

From a financial perspective, when you outlay for reputable, reliable, long-lasting parts at the front end with an accredited installer, you save yourself heartache, time and money on the back end. There's simply no way of getting around it.

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BE AWARE OF ADDITIONAL COSTS

Some solar companies have clauses in their contracts that allow them to charge you extra for things like additional wiring, isolators and meter box upgrades. After receiving your quote, make sure you check for these and any other hidden costs. Ask if their quote includes everything you could possibly be charged for now and in the future and make sure all potential expenses are provided to you in writing.

If you are told that you need to have your system serviced once a year (or more) in order for the system to stay in warranty, please be aware that this is not true. In reality, all good-quality systems can easily be monitored via your smartphone, only need to be serviced once every 5 years and cleared of debris once per year. You can simply take care of this at the same time you do your gutters.



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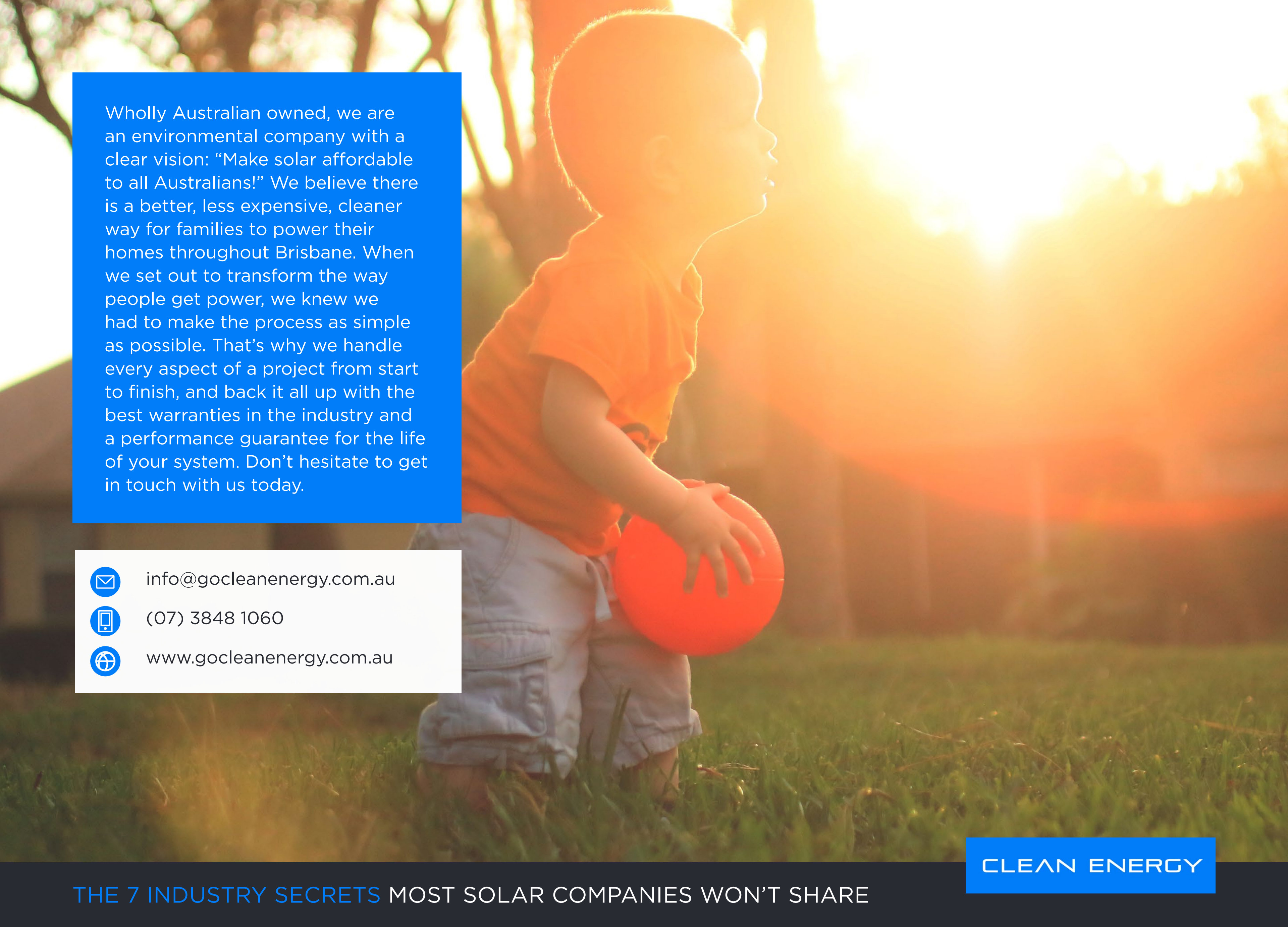
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YOU DO NOT HAVE TO PAY UPFRONT

There is absolutely no reason for a solar installation company to ask you for all the money upfront. Legitimate finance options have been a game-changer in the solar industry, providing freedom for customers to invest in a quality solar system now with no money upfront. You can start saving on energy bills immediately with no deposit required, knowing that your system will be fully paid for within just a few years.

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Wholly Australian owned, we are an environmental company with a clear vision: “Make solar affordable to all Australians!” We believe there is a better, less expensive, cleaner way for families to power their homes throughout Brisbane. When we set out to transform the way people get power, we knew we had to make the process as simple as possible. That’s why we handle every aspect of a project from start to finish, and back it all up with the best warranties in the industry and a performance guarantee for the life of your system. Don’t hesitate to get in touch with us today.



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