



## *Checklist*

5 Questions to ask  
when **buying solar**  
**for your home.**

## QUESTION

## CHECKLIST



### Who is completing the installation?

A lot of “solar sales companies” outsource their installation to third-party contractors who much like the sales company just want to get in, get out and get paid.

A Clean Energy Council (CEC) accredited installer, that’s not a third party.



### Who is signing off on the quality of the job?

More often than you realise, some third-party contractors use unqualified installers to complete the install, with the qualified installer still signing off on the job.

A Clean Energy Council (CEC) accredited installer onsite to sign off on installation.



### What is the Panel warranty?

Panel warranties can range between 10-30years, but what you really want to know is if something goes wrong who does what. Some warranties are for “parts only” and others over “parts and labour”.

Use a panel manufacturer that has:

- 1) Been around 10+ years
- 2) Australian offices



### What is the Inverter warranty?

Inverter warranties range between 5-10 years. This is generally the component that fails the most and without it the system will not operate at all.

A replacement 5kw inverter can cost between \$1000-\$2500.

Use an inverter manufacturer that has:

- 1) Been around 10+ years
- 2) Australian offices
- 3) Preferred 10 years warranty



### What is the installation warranty?

Australian Consumer Law guarantees that work completed at your home must have a 12 month warranty.

Some companies promote a 10-year warranty, which is reasonable, however when you have an issue, who is looking after it?

If you are buying from a “solar sales company” and say they have given you lifetime warranty, is the sales company or the installer going to come out when an isolator fails 3 years on? The installer won’t want to know about, and this will fall back to you the owner.

Workmanship warranty should be:

- 1) Provided by the installer completing the work.
- 2) Provided from a company that has been around 5+ years
- 3) Workmanship warranty at least 5 years

