

Join the Solar Revolution

Questions to Ask Your Registered Installer

Part 1.

Specific to Your Installation:

1. How long will it take for the equipment to be ordered and delivered?
2. How long will the installation process take?
3. When do you expect to begin and fully complete this project?
4. Who can I contact if I have any questions?
5. Who cleans up after the job is finished?
6. Will we need any building or plumbing permits for this project?
7. Will you provide written warranties on materials and workmanship?
8. What happens if I change my mind? (What kind of deposit do you require and is any of it refundable)?
9. What is the exact schedule of payments to be made? Besides materials and labour, does your estimate include sales tax, permit fees, structural analysis fees, and shipping costs?
10. How soon can you respond to a service call if my solar system is not working properly?
11. How do I apply for my SolarBC grant and any other grants?

About the Installer's Company:

1. What is your street address and contact information?
2. How long have you been in business?

3. How many projects like mine have you completed in the past year? In the past three years?
4. May I have a list of references for those projects?
5. Have you or your employees been trained to install solar systems?
6. What percentage of your business is repeat or referral business?
7. Are you a member of a national trade association?

Summarizing Your Feelings About the Installer:

1. Does the installer appear to be knowledgeable?
2. Does the installer appear to be someone who hears what your needs and wants are?
3. Does the installer appear to have a genuine concern for your needs?
4. Can you communicate effectively with the installer?

Part 2.

After Your Installation:

1. We will send you a customer satisfaction survey to help us learn about your experience. Your installation may be inspected to check for the standards of work carried out.
2. Don't forget to rate your installer on our website. Simply click on the Installer to get to their information page, where you can fill out the rating system at the bottom.

(The material above has been adopted from: “Solar Water Heating Systems: a Buyer’s Guide,” published by Natural Resources Canada.)

A program of:

**In collaboration
with:**

Sponsored by:



www.bcsea.org



www.eaga.com



www.nrcan-rncan.gc.ca



www.gov.bc.ca