

Since the introduction of solar rebates, many households have invested in Solar Systems to increase their energy savings. However, many people have expressed disappointment with the performance of the system when they receive and assess their power bills. During our work in the field, this disappointment stems from a number of factors, such as:

- The system you were sold wasn't compatible with your power usage
- The system provider was not honest in explaining how your system works
- The system provider was not clear in explaining how the reductions apply to your system
- You weren't given any information as to how to maximise your savings by altering the way in which you use your power in the home
- Airborne dust, dirt, pollution, bird and bat droppings, grime, tree debris and fungus/mould may be hindering your panels performance
- Your inverter may not be functioning correctly

The financial investment of your home solar system can be likened to your family car. Regular maintenance and servicing is required to ensure they work at peak performance, or to detect issues that may cause further problems down the track.

***Most customers are unaware that regular maintenance schedules for your solar panels are required to protect your manufacturer's warranty and are a requirement from the Clean Energy Council, (the peak body for the clean energy industry in Australia).***

**Noy Electrical Services** wish to ensure you are receiving the full financial benefit of your investment and help keep your solar panels operating at maximum efficiency.

## Performance Check

It is recommended this check is performed annually.

A "Performance Check" includes:

- Visual inspection of solar panels including structure/mounts
- Visual inspection of cabling, mechanical and electrical
- Visual inspection of inverter, including function, connections
- Assessment of voltage
- Assessment of the system for any faulty products that may be recalled
- Report of recommendations
- Maintenance certificate
- Discounted "Solar Panel Cleaning" package



## ***Solar Panel Cleaning***

Solar panel cleaning is a high risk task that should only be undertaken by experienced professionals with the relevant qualifications, such as Clean Energy Council accreditation and Working at Heights certification. Maintenance performed by unlicensed/unaccredited persons, and the use of incorrect products or cleaning methods, may void your warranty. It is recommended that Solar Panels are cleaned at a minimum of 6 monthly intervals. Panel Cleaning by our company will ensure the warranty of your solar system is not void.

## ***Product Recalls***

To date, there have been many recalls on products that have been used in the installation of Solar Systems. These products have recalled due to faults, and some of them have the potential to overheat and catch fire. With regards to one particular brand (Avanco and PV Power-branded DC isolators), there have already been between 40 and 50 house fires started by the faulty isolators.

Unfortunately, a lot of Companies have gone into liquidation and dissolved since providing Solar Panel Systems, and therefore no longer operational to advise their clients of the system containing faulty parts. This leaves houses at risk and vulnerable.



Should our "Performance check" detect any faulty or recalled products, we will assist you in liaising with your system provider to ensure your system is rectified and repaired under your original warranty agreement.

## ***Energy Monitoring and Audits***

We are also able to graphically show you the energy usage in your home, a simple gauge which shows the kilowatts you are using. Once you have a reference point of your standard home energy consumption, you are able to make small changes every day to see what is working and what makes the biggest impact.