

SOLAR COMPANY COMPARISON SHEET

- We know how hard it can be to work out how to choose a solar installer/retailer. Most companies can order in any brand of solar power system you like, so it is more important to choose your solar company because the systems you prefer will be the same.
- We've created this checklist to help you weigh up all the factors in choosing a solar retailer to ensure you get a quality system from a reputable company. The 5 key areas to assess are: **Quality, Service, Price, Reputation & Conduct** and **Stable Company**.
- Print this out, & just fill in the blanks - we always recommend doing your research to complete this and also verify the responses from the solar retailer so you can make the best possible decision.

| CRITERIA |  Renew Energy | Solar Retailer #2 | Solar Retailer #3 | NOTES |
|--|---|-------------------|-------------------|--|
| CEC Approved Retailer? | Yes  | | | Using a CEC Approved Retailer ensures you are dealing with a reputable company & your consumer rights are upheld. Double check they're listed on the CEC website. |
| Local company | Yes | | | A local business makes it easier to handle any warranty issues, repairs or upgrades (as opposed to online or Eastern states). |
| Workmanship Warranty | 5 years | | | Also ask if the retailer is offering the warranty themselves or through subcontractors. |
| In-House Installers or Subcontracted | In-house Installers | | | In-house installers are more likely to give you high quality installs and there are less issues in the rare event of any problems. |
| Physical Shopfront or are Online only/Eastern States/No Physical Address/PO Box Only? | Storefront/Main Office in Canning Vale | | | Online businesses, Eastern States companies, and companies with no physical address can dodge accountability and warranties. |
| Number of Years Established | 15+ years, established 2002 | | | The amount of time a retailer/installer has been in business can be a good indication of the quality of their work & whether they'll be around long-term to service warranties. |
| Tier 1 Solar Panels Recommended | Yes | | | Yes/No |
| Reviews, Testimonials, Reputation | | | | Research online on Google, Facebook reviews, other forums. Is useful to see what others' experiences are with the company. |
| Free site inspection & home consultation, or quotes/advice from a centralised call centre? | | | | A site inspection is essential before a contract is done, to ensure the system is tailored specifically to your house. Without it, you may find yourself up for unexpected hidden costs (often at the point of install). |
| Sales Process Clear, Honest, Informative, Not Pushy & No Pressure | | | | Yes/No |
| Quality of Panels Recommended | | | | Low/Fair/Good/Excellent |
| Quality of Inverter Recommended | | | | Low/Fair/Good/Excellent |
| Panel Warranty | | | | 10, 15, 20, 25 years? |
| Inverter Warranty | | | | 10, 15, 20, 25 years? |
| Financing Options? | | | | Yes/No/Not Applicable |
| Price | | | | Compare same brands, models, same kW systems and other extras. |
| Transparency in Additional Costs | | | | Are there any additional costs? Extras can include lifting equipment, travel charges, cathedral ceilings, split arrays, horizontal fixing, extra frames. |
| Easy to Contact, Good Communication? | | | | Rate them out of 10. This is a good indicator whether they will be responsive in the future for any servicing, after-sales care & warranty support. |
| Will they do the Western Power & Synergy paperwork for you? | | | | Yes/No |
| Good After Sales Service? | | | | Yes/No - Check other people's experiences by researching reviews online. |
| Other Notes/Verdict | | | | Write any additional notes here or final verdict. |