

# Solar Power Buyers Guide from MySolarQuotes.co.nz

Welcome to the My Solar Quotes buyer's guide! We're here to give you the knowledge you need to make a wise solar power investment decision.

Deciding to join the solar power movement and start reaping the benefits that come from grid-connect solar power is fairly easy, but before you choose a solar panel installer and begin installation there are some important factors to consider.



## **Contents:**

1. Tips to Choose the Best Solar Power Installer
2. How to Take Advantage of Your Three Solar Quotes
3. An In-depth Look at the Installation Process from Start to Finish

## **1 - How do I choose the best solar power installer?**

When you review instalment company options keep these tips in mind:

**SEEK PROFESSIONAL ADVICE** – Instalment companies should explain every component of solar panels and their installation process to you clearly while answering questions to your satisfaction. If a company is able to explain in-depth details of the job, or if the sales person can connect you to an engineer or electrician for more details will help you discern between the cowboys and the experts.

**ASK FOR A REFERENCE** – Some solar installers will have written references, but occasionally a solar installer company will pass you the contact detail of a previous customer. While it is important for these companies to keep customer details confidential, occasionally they'll have enthusiastic solar fans willing to talk to others. No harm in asking!

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EXPECT EXCELLENT SERVICE - Investing in a solar power system isn't a small purchase for most of us, so it's critical to choose an installer who will whole-heartedly commit to your project and provide excellent service. Gaging commitment and service levels is as simple as seeing which instalment company responds quickly and effectively to your enquiries. Also, taking time to do research on your instalment companies past customer satisfaction ratings will ensure excellent service.

CHECK FOR SEANZ MEMBERSHIP – Membership with SEANZ usually signals a quality solar installer company. SEANZ only accepts companies with high customer service ratings, a top priority on their strict membership requirements list. Remember, not all good solar power companies are with SEANZ so don't immediately turn a company without SEANZ away.

MY SOLAR QUOTES WON'T LET YOU DOWN- At [MySolarQuotes](#) we only have reliable, quality solar installer companies listed, so you can be ensured service from trusted installers. In our history, we've had only one customer complain about a solar installer company, and that solar installer company is no longer with us. Only the best for our customers!

## **2 - What I should check for when I receive my three quotes?**

There are five critical elements to analyse in your three quotes: cost, component brands, installation details, warranty information, and finance options.

### 1. Cost

No doubt you'll be looking to see which company will offer you the best price, but spending a bit of time researching whether a company is really giving you value for your money will be well worth your time.

### 2. Component Brands

It's important to know standard solar panels are similar across majority of brands. Most of them use the same technology, and many brands are produced in the same factory. The best way to differentiate between solar panels is finding out their tier rating.

However, even though standard solar panels are similar, looking at the inverter brand is critical to a good long-term solar panel experience. Make sure you know which brand the company will be supplying; if you have not heard of that brand before, it may be worth searching online for reviews. Do not expect good brands to be household names. Many of the best inverters come from specialised companies.

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### 3. Installation Details To Look For

You want 'installation and administrative support' included in your quotes. Check to see they have included all of the components—solar panels, inverter, mounting, and electrical connection components. If these items are not included in the quote, make sure you find out the prices for them. Don't forget to check if the quote includes GST.

It's also a good idea to check costs outside of the installer's fees that may affect the total price. The solar installer companies should be able to tell you what these costs are. These include the following:

- Council consent (only some councils in New Zealand require building consent),
- Lines connection fees (some lines companies, including Wellington Electricity and Horizon, have administration fees; most companies do not have a fee),
- Meter install fee (approximately \$100).

### 4. Investigate Warranties

- Solar panels should have at least a twenty-year performance warranty and a ten-year manufacturing warranty. You should also find out what tier the solar panels are in.
- The inverter should have a five-year warranty. You may want to consider paying for an extended warranty for this component as it has the shortest life expectancy out of all of the components.
- Installer workmanship should have a warranty of at least five years.
- Solar panel mounting should have a warranty of ten years - the mounting should withstand New Zealand's harsh environment. Mounting components should be made with anodised aluminium or stainless steel.

### 5. Finance Options

- Some companies offer finance often through Q Card.
- Kiwibank has a program whereby you can add a loan for a solar power system on your mortgage and Kiwibank will contribute \$2,000 over 4 years towards the cost of the system.
- Prometheus offers eco-purchase loans.

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### **3 - What does the process from start to finish look like?**

Once you select a fantastic solar power installer, selected the system size and agreed on financing, these are the next steps you can expect:

Keep in mind some companies will do many of the steps for you, which would be a good thing to find out before you get started.

1. Sign their contract and pay a deposit, normally between 10% and 50%.
2. The form for the lines connection is sent (either by yourself or the solar company).
3. Once you have lines approval you need to send the request to your energy retailer for an export meter. Again either done by yourself or the solar power company.
4. Normally between four and eight weeks from when you paid the deposit you can expect the system to be installed.
5. On installing day you can expect a smaller 1.5kW to 2kW system to take half a day. A 5kW system can take up to one day to install.
6. Once the system is installed then an electrician will commission the system.
7. Once commissioned then the electricity retailer can install the export meter if you require one.

If you have any questions regarding the buying process please feel free to email us at [support@mysolarquotes.co.nz](mailto:support@mysolarquotes.co.nz) or find more information at [www.mysolarquotes.co.nz](http://www.mysolarquotes.co.nz).

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