



# 10 IMPORTANT QUESTIONS TO ASK BEFORE BUYING A SOLAR SYSTEM

Making the switch to solar power has many benefits but there are also several traps you can fall into. So before you buy it's important to ask the right questions so you feel comfortable you have made the right decision.

Energy Matters is committed to empowering change and driving Australia's energy revolution. This is not just something we say, it's something that we really do mean. That's why we provide clear, simple information to help you make an informed choice.

## 1. WHAT BRAND OF COMPONENTS WILL BE USED?

Energy Matters only uses components from leading manufactures with a solid track record of quality, reliability and durability. Market leading inverter brands such as SMA and Fronius coupled with Sanyo, REC and Suntech panels guarantee you are receiving a quality solar PV system.

When you buy from us, you can rest assured that our components, installation and workmanship will be first class. While others will make that claim, here's an important difference:

**We simply don't cut corners**, from the nuts and bolts, our solar panels and our industry leading SunLock mounting system, we only supply quality products to suit your budget.

## 2. WILL I BE ABLE TO UPGRADE THE SYSTEM?

When purchasing solar you want to choose the right system the first time to avoid costly upgrades later. An important consideration when purchasing solar is: Can the system be upsized in the future? Our knowledgeable staff will help make choosing the right system easy.

## 3. WHAT SORT OF PERFORMANCE WILL I GET FROM THE SYSTEM?

Beware of inflated performance claims. Low quality components may perform well in test conditions, but not in practical application. Energy Matters works with conservative figures when estimating performance and strives to perform our own checks on manufacturer claims.

Important information data such as peak and average daily output, expected annual output, as well as CO<sub>2</sub> emissions saved are outlined clearly on our quotation.

## 4. ARE ALL THE COMPONENTS OF THE SYSTEM CURRENTLY CERTIFIED?

Energy Matters only uses components with Australian certifications; we certainly don't use our customers as test cases for component companies. In the past there have been instances where companies have used components that are not yet certified in Australia. If you receive uncertified products you may not be able to claim government rebates. If you are not sure just ask.

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## 5. WHAT ARE THE WARRANTY ARRANGEMENTS?

It's important to know that if you have a warranty claim, that the claim will be valid and dealt with promptly. A 25 year warranty seems reassuring but you need to be confident that the manufacturer will (A) be in operation in 25 years and (B) if not, uphold its warranty requirements.

Energy Matters offers leading brands with full genuine manufacturer warranties, we are also a warranty agent for all components in our systems, meaning fast turnaround times on warranty issues with the full backing of the component manufacturer. We strive to resolve issues the first time.

## 6. WHAT SORT OF FINANCIAL INCENTIVES ARE AVAILABLE TO ME?

Rebates, feed in tariffs and incentives are often complex and confusing. The team at Energy Matters breaks this down into simple terms for you. We pride ourselves on having the most up to date information on rebates and incentives available on the web 24 hours a day. We advocate for government policy that will support not only our business, but the renewable energy sector and our local, national and global communities.

## 7. HOW MUCH OF A DEPOSIT AM I REQUIRED TO PAY?

The industry standard is 10%, however some providers ask for as much as an 80% deposit and this can be risky if the situation arises where you need to get your deposit back. Energy Matters is an established solar company and a name you can trust, we require just a 10% deposit with balance payable when your system is installed.

## 8. HOW LONG BEFORE MY SYSTEM WILL BE INSTALLED?

The global solar market is rapidly expanding making panels and inverters often in short supply. To help keep our installation lead times to a minimum, Energy Matters has developed strong relationships with leading manufactures to ensure supply is consistent.

In most instances Energy Matters can install your system within 4 - 8 weeks of your order confirmation. Please make sure when considering solar providers that companies are not substituting inferior materials to meet installation timelines.

## 9. WHO WILL INSTALL MY SYSTEM; WILL TRAINED INSTALLATION PROFESSIONALS WITH CLEAN ENERGY COUNCIL ACCREDITATION BE USED?

Energy Matters only use trained installation professionals who have received extensive training. All of our installers and subcontractors are accredited by the Clean Energy Council and have received our strict OH&S induction; have residential and commercial solar installation experience; and have all relevant licenses, industry accreditations, and insurances. Energy Matters is familiar with and fully complies with safe work practices on our projects.

## 10. CAN I SEE A COPY OF THE CONTRACT?

Energy Matters uses simple, plain English contracts that are available for you to peruse at any time during the negotiation process.

**Our vision is to provide clean, green affordable solar for all Australians. Because let's face it, energy matters to me, to you, to the future.**

**For further information or to visit [energymatters.com.au](http://energymatters.com.au) or contact us on 1300 727 151.**