10 important questions to ask your solar energy company

1. What is the core/main business of your company?
ZEN: Make sure that the provider you choose is a specialist in home energy. If solar panels are just a side business, they may not have the answers you need and they may not stay in the industry for the long haul. Your solar panels will be on your roof for many years. It is important to make sure that the company you choose is committed to remaining in the industry for many years to come. ZEN stands for Zero Energy, the idea of balancing the energy you consume in our home with the energy you generate. We’re leaders in the field and experts at designing and installing Home Energy systems.

2. Do you conduct a home inspection before quoting and installation?
ZEN: Absolutely. This is essential. Our technical sales representatives will visit your home prior to quoting to make sure you have adequate roof space, an electrical system that is capable of handling a solar installation, no shading issues and to talk with you about any other questions you may have. Without a professionally conducted home inspection, you’re more likely to have problems on installation, ‘surprise’ charges and performance issues. Beware online satellite image inspections!

3. Is your system a complete, branded package or a mixture of different components?
ZEN: Our grid connect solar systems are fully branded ZEN systems, made by the world’s leading manufacturers to our strict ZEN specifications. Our systems are optimized for peak performance, and all components work together to maximize energy production and ensure a long system life. A fully branded system helps when it comes to resale value as well. When you eventually sell your property, you can say it features a ZEN home energy system, not just a mix of different components.

4. How do I monitor system performance?
ZEN: Accurate, easy monitoring is an essential part of any solar system. Monitoring allows you to make sure your system is working efficiently, lets you know about any problems and shows you how much energy you’re producing. All ZEN systems come standard with an in-home wireless Bluetooth monitor. This stylish device allows you to view production figures from the comfort of your own home! It’s also a great reminder to all in the house that you’ve installed a solar energy system!

5. What accreditation and training do your installers have?
ZEN: A badly installed solar system will not only produce less energy, it can also be a danger to your household. All ZEN installers are qualified electricians, Clean Energy Council certified and trained at the ZEN Solar Academy to the highest quality standards - well beyond industry standards. This provides consistency in every installation and is your ZEN Quality Guarantee.

6. What quality control measures do you include in all installations?
ZEN: Apart from using highly trained, qualified installers, ZEN incorporates a number of additional installation features to ensure top performance and system safety. All panels installed by ZEN are individually earthed and this not only gives your system greater security, it gives your family a higher level of safety. Remember, you’ll have a power station on your roof! We’ve also designed a unique mounting system, made right here in Australia. The design allows for panels to be mounted 8cm above the roof surface, allowing rain and leaf debris to pass underneath while providing airflow to cool the panels. This helps the panels work at maximum efficiency whilst extending their lifespan.

7. If I have shading issues, will I be notified of them?
ZEN: Absolutely. Once again, this is where a home inspection is so critical. Our technical sales team will recognise any shading issues at the time of inspection and will document the impact they could have on system performance. A letter with this information will be sent out with your formal quote so that you can make an informed decision. If the shading problems are too significant and can’t be resolved, we will let you know and we will not take on the job.

8. What references can you provide?
ZEN: With over 30,000 panels installed around the country, ZEN has many happy customers that are reaping the rewards of their solar investments. Apart from happy system owners, ZEN has excellent references from national training organizations, energy utility employees and commercial system operators. To find out more details, simply visit our website or ask one of our technical sales representatives.

9. What are your payment terms?
ZEN: This is a very important question to ask. Small companies in the industry are asking for 100% payment up front and some customers experience long delays before installation occurs. At ZEN, we ask for a 10% deposit, 40% deposit seven days prior to installation and the remaining 50% seven days after installation. This is also your guarantee that everything will be completed to your complete satisfaction.

10. Do you co-ordinate my meter changeover and grid connection?
ZEN: Yes! We see this as part of the excellent service we provide here at ZEN. We take care of all paperwork and ensure that the metering changes made by your energy utility occur as quickly as possible. We’ll keep you up to date every step of the way as this process occurs.

Visit SolarCouncils.com.au or call ZEN on 1300 936 466

Participating Councils include: