

YOUR NEW Solar PV

YOUR GUIDE TO THE WORKS

Solar PV survey, installation, and commissioning procedure

Pre work survey and requirements



Access will be required to the following areas to allow us to carry out a survey:

- Electricity Meter – This may be located internally or externally.
- Main Fuse Box (Consumer Unit) – Usually found inside your home.
- Loft Hatch & Surrounding Area – Please ensure clear access for a ladder. The loft must also be free of obstructions to allow safe working conditions.
- Water Stop Tap – Usually located under the kitchen sink. Please ensure the area is clear.
- Gas Meter – May be internal or external.

Who do I contact if I have any questions post installation?

- Please contact your landlord who will forward any queries or concerns to us.

FAQ



[Will the system save me money?](#)

Yes. You will use the electricity generated by your solar panels first, which reduces your reliance on the national grid and lowers your energy bill.

[Who benefits from the Solar PV installation?](#)

As the tenant, you benefit directly by saving on your electricity usage. The panels are installed to support your home's energy needs.

[Can I get paid for the electricity I export?](#)

Yes. You can sign up for a Smart Export Guarantee (SEG) with your energy supplier. Rates vary but can be up to 16.5p per kWh.

[How do I sign up to a Smart Export Guarantee \(SEG\)?](#)

You can do this by contacting your energy provider after receiving your handover pack, which will contain all the relevant documents that are required.

[How do I know my Solar PV system is working?](#)

You can check the total generation meter (in your new consumer unit) to see if the reading increases over time or use the remote monitoring app if set up.

[How do I set up the remote monitoring app?](#)

Instructions will be provided in the inverter user manual. Support is also available directly from the manufacturer (Solax)

A guide to installation - Day 1

Base installation

Pre-Installation which will be carried over 2 days

Survey (1-Person Team - Indoor and outdoor access required)

- You will be contacted by the surveyor or office team to confirm the date we require to carry out the survey.
- The Surveyor will show ID upon arrival. Please do not let anyone in who does not have ID.
- Please ensure all survey access requirements listed above are met.
- The survey will take up to 2 hours.
- We will agree external cable routes with you during this visit (from the roofline to the consumer unit).
- If you have any concerns or questions please raise these with the Surveyor at this stage.
- We will use floor protection or shoe covers where appropriate.

Scaffolding Installation (Team of up to 4 – Outdoor access only. No indoor access is required)

- We will notify you in advance to install the scaffolding.
- Scaffolding may be erected for up to 7 days before the installation date.
- Access will be required to all sides of the property.
- Scaffolding will be installed approximately 2 metres from your home. Please ensure the area is clear (e.g., remove bins, bikes, garden items).
- Note: The scaffolding is for use by the installation team only. Please do not climb on the scaffolding.

A guide to installation - Solar PV Installation (1 Day)

Roofing Team - Installation of Solar Panels (Up to 3 people – Outdoor access only. No indoor access is required).

- We will contact you in advance of the Installation date to agree this with you.
- Please avoid the scaffolded area during the works for your safety.
- We will install the Solar panels on the roof.
- You can expect the installation to take typically around 4 hours.
- Please ensure the loft is clear of items, as installing the solar panels could create dust in the loft.

Electrical Team - Electrical installation (Up to 2 people – Indoor access required).

- We will contact you in advance of the Installation date to agree this with you.
- Please ensure all previous survey requirements are still in place.
- The electrical installation will take up to 4 hours.
- We will use floor protection or shoe covers where appropriate.
- A dedicated solar consumer unit will be installed near your existing unit, including a total solar generation meter.
- An external cable will be run from the panels to the consumer unit, following the agreed route we agreed at your survey.
- Your power may be turned off for up to 2 hours. **Please inform the surveyor in advance if you rely on any medical equipment or have any other concerns.**
- You will be given a user guide for the solar PV System, which includes instructions for optional remote monitoring setup (not required for system operation).

A guide to installation - Post-Installation

Scaffolding Dismantling (Team of up to 4 – Outdoor access only. No indoor access is required).

- We will notify you in advance to remove the scaffolding.
- Scaffolding will be removed within 7 to 10 days following the completion of all works, provided that access has been granted in accordance with the agreed programme.
- We will require access to all sides of your property.
- Please ensure the area and walkways are clear to allow safe dismantling (e.g., remove bins, bikes).

Please remember that all of our staff and works partners will show ID upon arrival. Please do not let anyone in who does not have ID.