

Follow our Top Tips:

- ✓ Get at least 3 quotes before deciding to contract with a business.
- ✓ Only approach businesses listed on the RECC website and make sure they are certified by the Microgeneration Certification Scheme (MCS) for the relevant technology.
- ✓ Before you sign a contract or pay a deposit make sure you understand all the relevant information; ask for clarification if you don't, and read RECC's guidance.
- ✓ Never pay more than 25% of the contract price up front; check this will be insured.
- ✓ Never sign a contract if you feel pressurised.
- ✓ Know your cancellation rights!
 - ✓ If you sign a contract with a sales rep in your home, OR solely by distance means without a sales visit, then your cancellation period runs from the date you sign the contract, up to 14 days from when the goods are delivered to you.
 - ✓ If you sign a contract in your own time following a sales visit, your cancellation period runs for 14 days from when you signed the contract.
- ✓ If you want the installation to start during the cancellation period you must give your express written consent; if you later cancel the contract you will have to pay for any work completed.
- ✓ Before signing a contract on finance, make sure you are protected; read all the information carefully!
- ✓ Make sure you receive a clear performance estimate of the output from the system that's specific to your property, in writing, as well as the financial benefits linked to it, before you sign the contract.
- ✓ Before you sign a contract make sure the business gives you any associated terms in writing, and a quote with a full breakdown of what will be supplied.
- ✓ Check the Energy Saving Trust website for objective information on renewable technologies, and their Solar calculator for objective information on the Feed in Tariff.

- ✓ Check the BEIS calculator for objective information on Domestic Renewable Heat Incentive payments.
- ✓ If you are offered Battery Storage or any other Related Products refer to RECC's guidance on this to see if you would benefit from this.
- ✓ Make sure any testimonials you rely on are genuine.
- ✓ If the business makes any changes to the contract after you have signed it, you should be given the right to cancel without penalty.
- ✓ If you are happy with any changes proposed, make sure these are agreed in writing, either by way of variation of contract or a new contract where necessary; you'll still have the right to cancel if you later change your mind.
- ✓ Once the job has been completed, make sure you receive any manufacturers' warranties, and an insurance backed workmanship warranty, valid for at least 2 years.
- ✓ Send us your feedback once the job has been completed; fill out the RECC Consumer Satisfaction Questionnaire on our website.

Useful websites

RECC website: www.recc.org.uk

RECC's standards:
www.recc.org.uk/scheme/consumer-code

RECC's consumer guidance and FAQs:
www.recc.org.uk/consumers
www.recc.org.uk/storage

MCS Installer Search Tool:
www.microgenerationcertification.org/consumers/installer-search

Energy Saving Trust guidance and FIT Calculator:
www.energysavingtrust.org.uk/renewable-energy

www.energysavingtrust.org.uk/scotland/tools-calculators/solar-energy-calculator

BEIS Domestic RHI calculator:
www.renewable-heat-calculator.service.gov.uk



RECC was established in 2006 and is the largest CTSI-backed code in the industry. With members throughout the whole of the UK, we have helped thousands of consumers over the years.

The RECC team works tirelessly to carry out stringent due diligence checks on applicants, monitor its members, and help consumers resolve disputes with members through its mediation process.

RECC is administered by Renewable Energy Assurance Ltd (REAL), a wholly-owned subsidiary of the Renewable Energy Association

(REA). The REA is the UK's leading trade association representing members active in the renewables industry.

RECC dovetails with MCS, an important quality assurance mechanism that certifies installers and products in the sector. RECC also works closely with other industry bodies like BEIS, Ofgem, Trading Standards, Citizens Advice, AGE UK and the Energy Saving Trust. This means that RECC is directly involved in key industry developments, and changes to relevant legislation, ensuring RECC can always protect consumers and promote renewables to the highest standard.

Member's Name and Address:

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Thumbnails: Powervault 3 battery from Powervault Ltd



The RECC Logo...
your assurance of the highest
standards of service within
renewable energy

Protecting consumers and promoting renewables





Thinking of installing renewables? Look for the RECC logo. RECC members provide the highest assurances in the business.

The Renewable Energy Consumer Code (RECC) is backed by the Chartered Trading Standards Institute (CTSI) and sets out high standards of consumer protection for domestic consumers.

Our aim is to ensure that you have the confidence and knowledge you need when buying a renewable energy system from a RECC member.

RECC sets out your rights so you know what to expect from the goods and services RECC members offer you.

By choosing a RECC member to install your renewable energy system, you are choosing a business that has signed up to abide by the high standards set out by RECC.

A full list of RECC members is available on our website at: www.recc.org.uk/scheme/members

RECC applies to you if you are considering buying or leasing a renewable energy system and any related products.

You might be looking to generate your own electricity, heat or hot water to:

- ✓ Save money on your energy bills
- ✓ Reduce the carbon dioxide emissions associated with the energy you use
- ✓ Become more self-sufficient from the grid
- ✓ Benefit from the Government's incentives.

Technologies covered:

- ✓ Solar Panels for electricity and hot water
- ✓ Wind and Hydro power for electricity
- ✓ Heat Pumps for heat and hot water
- ✓ Biomass boilers for heat and hot water
- ✓ Combined Heat and Power systems (CHP)
- ✓ Products added to these systems e.g. battery storage, voltage optimisers, i-boosts.



RECC sets high standards for its members and covers:

Pre-sales activity

- Advertising and sales promotion
- Behaviour of sales staff
- Performance information and predictions
- Proposals, estimates and quotes
- Permissions, approvals and incentives

- Pre-contractual information

Contracts

- Terms of business
- Cancellation rights
- Deposits and prepayments
- Timetable and any preparation needed

Completing the order

- Responsibility for the work
- Design, delivery and installation
- Testing and commissioning

After-sales activities

- Guarantees and insurance
- Fuel supplies
- Maintenance and service agreements
- Service and repair
- Dispute resolution process.

Some of the important standards that RECC sets out...

Sales staff must not use selling techniques designed to pressurise you into making an immediate decision, for example:

- Staying in your home for longer than 2 hours without good reason
- Offering you a discount, or a inflated initial price followed by a discount, for signing on the day
- Withholding price information from you until the end of the visit
- Claiming that there is limited availability of a product.

Any proposal a member makes must be in writing and include a clear description of the system being offered and how it will work.

Members must give you a written estimate of how your system will perform. The estimate must be based on your specific property.

Members may also provide you with an estimate of how the system will benefit you financially. This should be based on your own energy usage but if not, any assumptions made must be clearly sourced.



labelling="Section-Header">Cancelling the contract

At the point of signing a contract, members must explain how you can cancel the contract without penalty, and provide you with a cancellation form with the name and address of the person to send it to. The rules that govern the length of the 'cancellation period' differ according to how, and where, you sign the contract.

If you sign a contract with a sales representative in your home, or by distance means, you have the right to cancel the contract, without penalty, from the date you signed it up to 14 days from the date the goods are delivered to you.

If you sign a contract in your own time, after a sales visit then you still have the right to cancel the contract, without penalty, within 14 days from the date you signed the contract.

If you want the installation to start during the 'cancellation period' you must give your express written consent to the member. If you later cancel the contract you will have to pay for any work completed.

If you are being offered finance by the member you have 14 days from the date you receive the documentation from the finance provider in which to cancel the agreement without penalty.

labelling="Section-Header">If things go wrong

RECC members are committed to providing you with a high standard of service and expertise. Occasionally, however, problems can develop.

If you have a complaint about the pre-sales advice given, the standard of service received or any other aspect of your contract with a member, you should use their complaints procedure in the first instance.

If you are unable to resolve your complaint with the member, RECC offers you a mediation service and an independent arbitration service, which members must cooperate with. You can find details on how to complain at: www.recc.org.uk/how-to-complain

labelling="Section-Header">Extra protection

Members are obliged to:

- ✔ Protect the money you pay them in advance of an installation, including the deposit.
- ✔ Provide you with an insurance-backed workmanship warranty once the installation is complete.

The member must put these insurances in place to ensure you are protected in case they go out of business before your contract is completed, or after installation. Make sure that you know who the insurance provider is and you receive the policy certificate.