RECC FAQs on damage caused by animals or pigeons

1) Pigeons/squirrels have been nesting under my solar PV panels and are damaging them. The company that installed them did not advise me that this could be a problem. What should I do?

a) The Renewable Energy Consumer Code does not cover any issues related to pigeons or animals nesting underneath the panels or causing damage. As a result, the company who installed the system is not under obligation to inform you that this could be problem. Furthermore, it is likely that at the time the installation was completed, the company could not have anticipated that this problem would occur.

b) If you own your solar PV system outright, you should contact a local pest control company for advice on installing pest control measures. Make sure that the company is a member of the British Pest Control Association. Please be aware that you will be charged for this. You can search for companies by visiting the British Pest Control Association website using this link: http://www.bpca.org.uk/pages/find_a_pest_controller.cfm

c) Once any pest control measures have been installed, you should contact your installer to ask them to rectify the damage caused to the solar PV panels. Damage caused by pigeons or squirrels (or other birds or animals) will not be covered by your workmanship warranty. Therefore the installer will charge you for repairing the damage. This should be a reasonable charge, bearing in mind the extent of any damage.

d) If the company that installed your solar PV panels is no longer trading you should contact another locally-based RECC member installer and ask them to carry out the repairs for you. You can find such an installer by searching on the RECC website using this link: https://www.recc.org.uk/scheme/members. You should put your own postcode into the box, select the relevant technology and click 'Search'. A list of RECC members will appear in order of proximity to you. You should be aware that the installer will charge you for repairing the damage. This should be a reasonable charge, bearing in mind the extent of any damage. You may wish to obtain multiple quotes when considering having work done.

e) If you do not own the system, for example if you have had 'free solar PV' installed, or if you are part of a 'rent-a- roof' scheme, you should contact the company who you signed your lease with or the company who is responsible for maintaining your system (if this is different).

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