RECC FAQs on faulty or underperforming system issues

1) **My renewable energy system is not working / is faulty / is underperforming – what should I do?**

   If your system is not working properly, we would advise you to follow these steps:

   a. Contact the company who installed it directly, tell them about the issue and give them a chance to resolve it, for example within 14 days.

   b. Installers have to be both MCS-certified and a member of a Consumer Code approved by the Chartered Trading Standards Institute (CTSI) if you are to be able to access Government incentives such as Feed-In Tariff and Renewable Heat Incentive. RECC is the largest approved Consumer Code in the sector. Our responsibilities dovetail with those of MCS. The chart on this page explains which issues fall to RECC and which issues fall to MCS: https://www.recc.org.uk/complaint-form/important-information.

   c. If your issue falls to MCS, according to the chart above, and if the company has failed to resolve the problem, check if they are currently MCS certified. To do this, you need to search for them on the MCS website using this link: http://www.microgenerationcertification.org/consumers/installer-search. Make sure you enter the company name precisely and use the post code.

   d. If the company is still MCS certified, and you should submit a complaint through the MCS website: http://www.microgenerationcertification.org/consumers/complaints. Make sure you highlight the issues and faults as clearly and fully as possible and outline what resolution you are seeking. MCS will pass on your complaint to the company's MCS certification body.

   e. If the company is no longer MCS certified, you should check whether they are still trading. You can do this by consulting Companies House here: https://www.gov.uk/get-information-about-a-company . If the company is no longer trading, it will be marked as being 'in liquidation' or 'in administration'.

   f. If the company is still trading, the 'workmanship' warranty they gave you should still be valid depending on the period of validity (usually two, five or ten years). If the company does not agree to honour the 'workmanship' warranty and repair your system, you should consult your local Citizens Advice Bureau (CAB) for advice on how to proceed.

Document Version Control

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You can find information on your local CAB here: https://www.citizensadvice.org.uk (if you are in England and Wales) or here: http://www.cas.org.uk (if you are in Scotland).

g. If the company is no longer trading, you should check your paperwork to see whether you have an 'insurance-backed warranty' policy. This will have been issued to you by an insurance provider, for example one of the ones listed here: https://www.recc.org.uk/pdf/insurance-providers.pdf. Your installer is required to arrange an insurance-backed warranty for you. It will have the same period of validity as the original workmanship warranty.

h. In the event that the installer is no longer trading, the insurance provider will arrange to come and inspect your system and to make any repairs to it free of charge. If the issue is with the equipment itself, rather than the workmanship, the insurance provider will arrange for the equipment to be repaired or exchanged in line with the manufacturers' warranties.

i. If you do not have a valid insurance-backed warranty policy, and if you have not been able to contact any of the bodies listed above, you should try to contact another certified MCS installer and ask them to inspect your system. (Put your own postcode into the search box and you will find a list of the installers based closest to you.) The installer will charge you if they carry out any remedial work, but this should be a reasonable charge, and you should be provided with a quote in advance for you to agree to. You could contact the liquidator or administrator and enquire as to whether you can submit a claim to have these costs refunded.

j. Please be advised that, if the company is still trading, you should only contact another certified installer if the company is refusing to assist you and you do not have an insurance-backed warranty policy. Otherwise, you risk rendering your warranty or insurance policy void.

2) My renewable energy system is not working / is faulty / is underperforming. There is a RECC logo is on my contract. Can RECC help me?

a. Contact the company who installed it directly, tell them about the issue and give them a chance to resolve it, for example within 14 days.

b. Installers have to be both MCS-certified and a member of a Consumer Code approved by the Chartered Trading Standards Institute (CTSI) in order for you to access Government incentives such as Feed-In Tariff and Renewable Heat Incentive. RECC is the largest approved Consumer Code. Our responsibilities dovetail with those of MCS. The chart on this page explains which issues fall to RECC and which issues fall to MCS: https://www.recc.org.uk/complaint-form/important-information.

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c. If your issue falls to RECC, according to the chart above, and if the company has failed to resolve the problem, check whether the company is currently a RECC member. To do this you need to search for them on the RECC website using this link: https://www.recc.org.uk/scheme/members. Make sure you enter the company name precisely and use the post code.

d. If the company is a RECC member, you should read RECC's dispute resolution process carefully and then submit your complaint online using this link: https://www.recc.org.uk/complaint-form. Make sure you highlight the issues and faults as clearly and fully as possible, and outline what resolution you are seeking.

e. If the company is not listed as a member on the RECC website you can contact us to check for sure: https://www.recc.org.uk/contact. If the company is not a RECC member, you should check whether it is a member of one of the two other approved consumer codes You can contact the Home Insulation and Energy Systems Contractors Ltd (HIES) here: https://hiesold.jobreg.org.uk/hies_member_index; and the Glass & Glazing Federation (GGF) here: http://www.ggf.org.uk/contact. If you have checked and found that the company is not a member of any of the approved Consumer Codes then you should check to see whether it is still trading.

f. You can check to see whether a company is still trading by consulting Companies House here: https://www.gov.uk/get-information-about-a-company. Once you have found the company you are looking for, click on its name and then on *Filing History* at the top (below the company name). In this section, find an entry regarding the appointment of a liquidator and view the PDF file attached with it in the column on the right. This page should contain contact details of the liquidator. Alternatively, click on *Insolvency* at the top and you will find details of the liquidator appointed. If the company is no longer trading, it will be marked as being 'in liquidation' or 'in administration'.

g. If the company is in liquidation or administration you should contact the liquidator or administrator, whose details are listed on Companies House, and see whether you can submit your claim to them.

h. If the company is still trading, you should contact your local Citizens Advice Bureau (CAB) for advice on how to proceed. You can find information on your local CAB here: https://www.citizensadvice.org.uk (if you are in England and Wales) or here: http://www.cas.org.uk (if you are in Scotland).

3) My renewable energy system isn't working / is faulty / is underperforming. The company who installed it is no longer trading. What can I do?

a. You should check to see whether the company is in fact still trading. You can do this by consulting Companies House here: https://www.gov.uk/get-information-about-a-company. Once you have found the company you are looking for, click on its name and

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then on *Filing History* at the top (below the company name). In this section, find an entry regarding the appointment of a liquidator and view the PDF file attached with it in the column on the right. This page should contain contact details of the liquidator. Alternatively, click on *Insolvency* at the top and you will find details of the liquidator appointed. If the company is no longer trading, it will be marked as being 'in liquidation', 'in administration' or 'dissolved', 'in dissolution' or 'non-trading'.

b. If the company is no longer trading, you should check your paperwork to see whether you have an 'insurance-backed warranty' policy. This will have been issued to you by an insurance provider, for example one of the ones listed here: https://www.recc.org.uk/pdf/insurance-providers.pdf. Your installer is required to arrange an insurance-backed warranty for you. It will have the same period of validity as the original workmanship warranty.

c. In the event that the installer is no longer trading, the insurance provider will arrange to come and inspect your system and to make any repairs to it free of charge. If the issue is with the equipment itself, rather than the workmanship, the insurance provider will arrange for the equipment to be repaired or exchanged in line with the manufacturers' warranties.

d. If you do not have a valid insurance-backed warranty policy, and if you have not been able to contact any of the bodies listed above, you should try to contact another certified MCS installer and ask them to inspect your system. (Put your own postcode into the search box and you will find a list of the installers based closest to you.) The installer will charge you if they carry out any remedial work, but this should be a reasonable charge, and you should be provided with a quote in advance for you to agree to. You could contact the liquidator or administrator and enquire as to whether you can submit a claim to have these costs refunded.

4) My renewable energy system isn't working / is faulty / is underperforming. I paid for it on finance. What can I do?

a. If you paid for your system by signing a finance agreement or by credit card, under Section 75 of the Consumer Credit Act 1974, the finance provider is jointly and severally liable for any breach of contract or misrepresentation by the installer. Depending on the nature of your complaint, you may wish to consider contacting the finance provider to ask them to investigate it.

b. If the finance provider fails to resolve the complaint within 8 weeks, you are within your rights to then contact the Financial Ombudsman using these details:
Enquiries and consumer helpline:
0800 023 4 567 (calls to this number are now free on mobile phones and landlines)
0300 123 9 123 (calls to this number cost no more than calls to 01 and 02 numbers)

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c. If the directors of the company in liquidation have set up another company or alternative business you could consider contacting them and asking them to honour the previous company's contractual obligations.

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