RECC FAQs on offers of 'add on' goods or services

a. **The company that installed my solar PV system has ceased trading, but another company contacted me out of the blue and said they want to service and maintain my solar PV panels. What should I do?**

   a. You should first ask how the company got your telephone number. If you are not satisfied with their response you should have nothing further to do with the company. You should definitely not agree to any offer of 'add on' services without having the chance to think about them carefully first. Do not feel pressured into signing a contract for any 'add on' services while a sales representative is present in your home.

   b. Your solar PV system may not need additional servicing and maintenance. You should refer to the Handover Pack you received after your installation. It should contain information about any maintenance & cleaning your system needs.

b. **The company that installed my solar PV system has ceased trading, but another company has contacted me offering to sell me a voltage optimiser / immersion boost / battery storage system. They say that it will result in more efficient use of electricity and an increase in my Feed-in Tariff income. What should I do?**

   a. You should first ask how the company got your telephone number. If you are not satisfied with their response you should have nothing further to do with the company. You should definitely not agree to any offer of 'add on' goods or equipment without having the chance to think about them carefully first. Do not feel pressured into signing a contract for any 'add on' goods or equipment while a sales representative is present in your home.

   b. Before you agree to purchase any 'add on' goods or equipment you need to work out carefully whether it is likely to benefit you. RECC has prepared guidance to help you with this which you can find here (for voltage optimisers, immersion boost systems, LEDs and battery storage systems): www.recc.org.uk/pdf/guidance-on-supplementary-solar-pv-equipment.pdf .

c. Before you agree to purchase a battery storage system you should also read our more detailed guidance very carefully. Be sure to ask the company the 20 questions set out at the end of the guidance before you sign a contract or pay any money. You can find the guidance here: www.bre.co.uk/filelibrary/nsc/Documents%20Library/NSC%20Publications/88031-BRE_Solar-Consumer-Guide-A4-12pp.pdf.

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