



PLATINUM SOLAR GROUP SERVICE CARE PLAN

Let us care for your Solar system
with our Platinum Solar Care Plan

platinumsolargroup.com.au



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Is a solar care plan right for you?

Our Care Plan is ideal for homeowners who want to help protect the safety, performance and long-term condition of their solar system.



It is particularly valuable if your system is exposed to:



Dust, leaves or bird droppings



Coastal air, heavy rain or storm conditions



Nearby trees and growing shade



Older equipment or changing household energy needs



Why maintain your Solar system?

- ✓ Regular maintenance will ensure safe, correct and efficient operation of your solar & battery system.
- ✓ Build up of dust and debris will compromise the performance of your system.
- ✓ Water and moisture seepage, vermin, hail, wind and sunlight can all cause damage.
- ✓ Maintaining your Solar system will ensure the safety of everyone living in the premises.

What happens when you don't?

- ✗ Reduced energy production: dust and debris on solar panels lower efficiency and energy output.
- ✗ Equipment malfunction and system failures, can be caused through neglected maintenance.
- ✗ Safety hazard; Unaddressed issues like poor installation or damaged equipment pose safety risks.
- ✗ Void Warranty; failure to service as specified may void warranty, leading to out-of-pocket costs.
- ✗ Long-term damage, minor issues can escalate into major problems if not promptly addressed.



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**Don't take our word for it,
the Clean Energy Regulator
recommends you maintain
your Solar system**



As part of our service we will:

1	Identify correct panel placement on the roof
2	Check for shading issues caused by new growth on trees
3	Ensure PV, inverter, and battery storage warning labels and emergency procedures are fixed and legible
4	Inspect DC cabling for damage, UV deterioration, and secure routing
5	Inspect PV modules for defects, deterioration, and signs of damage
6	Check the mounting, fixtures, and tightness of the PV array
7	Verify proper grounding of the PV array frame
8	Assess the mechanical integrity of conduits, insulation, and connections
9	Inspect weather seals on roof penetrations
10	Ensure correct operation of AC, PV DC, and battery DC isolators
11	Verify polarity of DC isolators and circuit breakers
12	Check functionality of fuses, fuse holders, and circuitry
13	Measure open circuit voltages, short circuit currents, and record e-total readings
14	Verify operation of solar array isolation device and earth fault protection system
15	Inspect surge arresters for integrity
16	Check DC isolator enclosures, junction boxes, and battery casing for water ingress
17	Inspect inverter and battery unit for debris, airflow clearances, signs of overheating, and display legibility
18	Inspect battery terminals, wiring torque, and assess State of Health (SoH) and BMS logs
19	Verify battery communication link and confirm latest firmware/gateway connection
20	Conduct anti-islanding test and backup load changeover test
21	Verify tightness of all solar and electrical connections
22	Assess the condition of the switchboard and sub-boards
23	Check operating voltage levels and power quality
24	Inspect battery safety clearances and fire-rated backing/enclosure compliance
25	Perform Panel Cleaning (up to 20 panels included; additional panels incur extra fee)

What you will pay:

NEW CUSTOMERS

3 Year Plan
\$1,790*

5 Year Plan
\$2,890*

EXISTING CUSTOMERS

3 Year Plan
\$1,490*

5 Year Plan
\$2,490*

Sign up today! Call us on – 1300 838 050

*All prices include GST and must be paid upfront. Plans include: one comprehensive service visit per year • panel cleaning at every visit • detailed digital inspection report after every visit • priority customer booking. Additional storey charges apply: \$200 for double-storey properties and \$400 for triple-storey properties. Excludes: repairs, replacement parts, extra travel zones, or emergency call-outs.

YOUR CARE PLAN INCLUDES

- 🟡 Scheduled professional solar-system health checks
- 🟡 Comprehensive electrical and safety inspection
- 🟡 Solar panel cleaning to help maintain performance
- 🟡 Inspection of panels, mounting, cabling, isolators and inverter
- 🟡 Shading, debris and water-ingress checks
- 🟡 Performance testing and system readings recorded
- 🟡 A clear service report outlining findings and recommendations
- 🟡 Advice on any maintenance or repair work required



PRIORITY MEMBER SUPPORT

Care Plan members receive priority booking for scheduled maintenance and support requests, helping you address concerns sooner.

IMPORTANT INFORMATION

Your Care Plan covers scheduled inspection, testing, and maintenance services as outlined in this flyer. An additional surcharge of \$200 applies for double-storey properties and \$400 for triple-storey properties. Repairs, replacement parts, additional labour, system upgrades, and work outside the scheduled service scope may incur additional charges.

CONTACT US

Ready to make the switch to clean, renewable energy? Our team of experts is here to guide you every step of the way.

1300 838 050



  @PlatinumSolarGroup

PLATINUM SOLAR GROUP

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Our Licences

NSW Contractor Licence: 372411C

ACT Electrical Licence: 2021311

VIC Electrical Licence: 266283

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