

INFORMATION ABOUT YOUR SOLAR PANELS



Solar panels, also known as photovoltaics (PV), capture the sun's energy and convert it into electricity that you can use in your home. The solar panels that are installed on your home are generating your own renewable energy and provide you with free electricity.

The solar panels produce the most energy is between 11am and 4pm, sometimes a bit longer or less long depending on the season. They do not need much light in order to generate energy and even produce energy in the winter months. The best way for you to use the energy from the solar panels is to use your appliances during these times (or use your time delay buttons on your appliances) to ensure you use the generated energy to its full potential.

Please make sure that you sign your solar panels up for Smart Export Guarantee payments (SEG), this will give you a small amount of money for any energy that the solar panels are producing and you don't use yourself. You will have to sign up for SEG payments yourself with an energy supplier. This doesn't have to be your own energy supplier and you can shop around for the best price if you want. You will require a copy of the MCS certificate, which is in your handover pack and legal documents but please contact Rooftop if you require a further copy.

Should you need some more information there is a good article in Which? that explains everything about SEG payments; [Smart Export Guarantee explained - Which?](#)

You will also have to activate your warranty with the solar panel installation company as soon as possible. Details to do that will be in your handover pack. Sometimes there will be an option to extend the time of the warranty.

Your solar panels do not need any maintenance. They clean themselves every time it rains. Please do not attempt to fix anything yourself and give us a call if you think something is wrong.

Should you have any further queries about your solar panel installation you can always call us on 01386 420800 or e-mail us enquiries@rooftopgroup.org and someone will get back to you.