



# 10 QUESTIONS YOU SHOULD ASK A SOLAR REPRESENTATIVE

QUESTIONS	 INFINITE energy	SOLAR PROVIDER	SOLAR PROVIDER	SOLAR PROVIDER
<b>QUESTION 01</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Does the company sell products from manufacturers who have a significant presence in Australia ?</b></p> <p><small>It will be very difficult to make a warranty claim against a manufacturer if they have no presence in Australia.</small></p>	<p>Infinite Energy only use products from manufacturers who have a significant presence in Australia (eg Suntech &amp; SMA).</p>			
<b>QUESTION 02</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Are the Solar panels supplied and branded by a large reputable manufacturer ?</b></p> <p><small>Be aware of "self branded" panels where a local solar company sources panels and puts their own brand on them. You have no way of doing any research on the actual manufacturer, their manufacturing process, or quality control. This is often a way of dressing up inferior low quality products.</small></p> <p><small>Choose panels from large well known manufacturers where there is an abundance of information (and scrutiny) available.</small></p>	<p>Infinite Energy only uses panels from large international manufacturers such as Suntech, Conergy &amp; Q-Cells.</p>			
<b>QUESTION 03</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Do all the products that make up the system (panel manufacturer, inverter manufacturer, mounting system manufacturer) have a website and is information about them freely available on the internet ?</b></p> <p><small>Be very sceptical about providers where there is little or no information about their company and products.</small></p>	<p>Infinite Energy only uses products from large international manufacturers such as Suntech, Conergy, Aurora &amp; SMA and we are 100% transparent when it comes to the products we use.</p>			
<b>QUESTION 04</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>What Panel mounting system will be used on my roof ?</b></p> <p><small>The mounting system is a critical component of a solar system that is often overlooked when choosing a system – it should secure the panels for the life of the system.</small></p> <p><small>Inferior mounting systems can pose a serious safety issue as time progresses.</small></p>	<p>Infinite Energy only uses the top of the range Sunlock mounting system which is fully manufactured in Australia.</p>			
<b>QUESTION 05</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>What electrical components will be used in the system ?</b></p> <p><small>This is very important but an area where many solar companies will cut corners by cheap inferior components. This can be a safety issue and greatly affect performance of the system.</small></p>	<p>Infinite Energy only use quality components which are sized correctly according to your individual system.</p>			
<b>QUESTION 06</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Does the Solar Company have a physical office in WA that you can visit ?</b></p> <p><small>Be aware of "back yard operators" who work from home and only use a PO Box address.</small></p> <p><small>Also be aware of Eastern States companies who conduct telephone / web based sales without a presence in WA.</small></p> <p><small>Will these companies be around for servicing or warranty issues in the long term ?</small></p>	<p>Infinite Energy's Head Office is in South Perth.</p> <p>IHE also has a display at Home Base in Subiaco.</p>			

# 10 QUESTIONS YOU SHOULD ASK A SOLAR REPRESENTATIVE

QUESTIONS	 INFINITE energy	SOLAR PROVIDER	SOLAR PROVIDER	SOLAR PROVIDER
<b>QUESTION 07</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Will the Solar company visit your home and provide a no-pressure consultation ?</b></p> <p><small>Purchasing a Solar system is a significant investment and shouldn't be rushed. Be very sceptical of any company offering "today only" deals with high pressure tactics. Quality systems from reputable companies will be available tomorrow.</small></p> <p><small>Be equally sceptical of any solar company that won't even visit your home prior to making a sale. Ask yourself what chance you have of getting them to resolve any issues on site after you've installed a system.</small></p>	<p>Infinite Energy pride ourselves on our consultative approach. We'll visit your home to help you get the best system for you in a timeframe that suits you.</p>			
<b>QUESTION 08</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Does the Solar company run a significant operation in WA with a dedicated in-house operations and service team to deal with any issues pre or post sale ?</b></p> <p><small>Many eastern states companies have started selling solar systems over the phone and internet with no local support were anything to go wrong. They will often just subcontract your job to any electrician willing to do the job for the cheapest price who has no stake in the outcome of the job.</small></p>	<p>Infinite Energy has its head office in South Perth which customers are welcome to visit. We have a dedicated operations team who handle warranty issues and after sales service.</p>			
<b>QUESTION 09</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Can the Solar company give you accurate production estimates including financial projections such as return on investment and payback periods ?</b></p> <p><small>Be sceptical about nice rounded production estimates like "the system will produce 8 units a day"</small></p>	<p>Infinite Energy uses industry recognised modelling tools using local meteorological data to provide production estimates so you can make an informed decision.</p>			
<b>QUESTION 10</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Does the Solar company provide on-site after sales service ?</b></p> <p><small>Purchasing a Solar system is a significant financial investment which will only pay off if the system produces as it should. Ask how the solar company ensures this happens after installation. Also ask if they provide on-site issue resolution of any problems.</small></p>	<p>Infinite Energy schedules follow up visits for all our customers to ensure the system is producing as it should. We also have a 36 hour on-site issue resolution policy.</p>			
<b>AND FINALLY</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Is the Solar consultant knowledgeable and confident in answering questions (including these) about the system they are recommending ?</b></p>	<p>All of Infinite Energy's Solar Consultants are highly trained in recommending the best system to suit your needs. We don't just sell standard systems but will tailor a solution for you.</p>			