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Questions...

....you should ask before choosing a solar installation company

1. Do you have a contractor's license?
2. Is it a C-13 (Electrical Contractors) license? If not, what type is it?
3. Does your company sub out work to a C-13 license holder?
4. Under the latter scenario, who provides the warranty on the system? For example, is the warranty on the system provided by the C-61a (Solar Hot Water Systems Contractor) license holder that sold you the system or the C-13 license holder that signed for it but did only a partial installation?
5. How many PV systems has your company sold/installed (excluding solar hot water systems)?
6. Can I get references from a few of your past customers? In addition, are you registered with the Department of Commerce & Consumer Affairs (DCCA), the Better Business Bureau and the Professional and Licensing Division of the DCCA? Has anyone filed complaints against you with these entities?
7. What is the contractor's warranty on labor? The State of Hawaii mandates 1 year.
8. Can you provide me with a cost broken down into both DC and AC Watts?
9. Can you provide me with an equipment list, breaking out the cost of labor from the cost of materials?
10. Which formula do you use to calculate in kWh (kilowatthours) the production of the PV system?

Please use these questions to help you prequalify potential solar contractors / installers, find out what services they offer at the time of install and in the future as it relates to post sale support, warranties, etc., and consider choosing a local company that will be around to assist you, service your system and honor manufacturers' warranties down the road. Please contact HPVC with any questions or concerns you might have (808-579-8288 or info@hawaiiipvcoalition.org).



For more information please
contact us:
hawaiiipvcoalition.org
info@hawaiiipvcoalition.org
P: 808.579.8288
F: 808.575.9878