

## ORDERING PROCESS

- 1) Order your solar panel system based on the recommended package size for your building generated by the Solar Panel Configurator
  
- 2) You will be contacted by Fresh Solar to confirm your property address, request a copy of a recent energy bill
  
- 3) A qualified surveyor will attend your property to complete a technical survey within **10 business days** upon receiving the above information
  
- 4) Once the survey is completed, the information will be passed to our design team who will create a bespoke solar PV design for your property within **10 days** of completion of the technical survey. Any additional costs will be discussed and agreed at this stage
  
- 5) If a revision to the order is required Fresh Solar will advise on which system would be best suited to your property to order. You have the option to cancel your order or re-order the correct solar package
  
- 6) Once the correct size system and design are confirmed alongside any additional costs (if required), an installation date will be booked within **30 business days upon acceptance of the design**. If the system is above 3.68kW an application will be made to the relevant Distribution Network Operator for connection. Please note; in some instances this can take up to 60 business days and will therefore delay installation until acceptance has been received
  
- 7) Where necessary scaffolding will be erected prior to the installation
  
- 8) Installation of the panel mounting system and panels will be completed, the inverter and battery (if applicable) will be installed by MCS qualified electricians, the system will be commissioned and tested by the electrical team once installation is complete
  
- 9) A handover pack will be prepared and issued within 14 business days of commissioning