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To whom it may concern

Let's face it, no company ever gets everything it does completely right all the time. When any company which creates a product or gives a service finds that what they have done isn't quite perfect, the measure of that company isn't always measured in how well it did in the first place but how willing the company is to put any problem right.

Eco2 fitted thermal solar tubes to our south facing roof a couple of years ago. I'm very interested in the thermal efficiency of the house so was into the market very early. As a result the panels were amongst the first tubes fitted by Eco2.

The problem we had with the system was that the leads of the tubing in the roof space led to air bubbles being trapped. This meant on several occasions the system had to be recharged with coolant. On finally discerning the nature of the problem Eco2 totally rebuilt the system at a great cost to the company. The system now works perfectly.

This is all in face of a local friend's experience who had a similar system fitted by a company from Southampton. When he had problems with his system he could get no help whatsoever and he and his wife are now faced with having to pay others to help solve the problems.

Since fitting the thermal tubes to our roof, Eco2 have fitted a £3.6 kW PV system to the house which is working perfectly and, in the two years since it was fitted has, from the Feed in Tariff, returned over £1000 on our investment.

Christopher R Dale