

Eco2Solar call off process – Standard

All Eco2Solar standard installations follow a 2-part process.

1. First Fix roof works – Installation of Solar PV panels

i. 4 week call off

ii. 2 plots called off per visit

iii. £350 surcharge applies for single plot call off (unless negotiated separately within our contract)

2. Second fix – test and commission

i. 4 week call off

ii. 2 plots per visit

iii. £350 surcharge applies for single plot installations (unless negotiated separately within our contract)

Our Call off process:

- We will call you on week 3 of 4 (7 days before your planned installation) to confirm that the plot is ready.
- If you confirm that the plot will be ready at this time then the work will be confirmed and we will arrive the following week as planned.
- You will receive a call from our planning team 7 days before your installation. If we cannot reach you then we will leave a message and send a text requesting a call back. If we do not receive confirmation back by 3pm then we will move the installation back by 7 days and you will receive another call prior to the new installation date.

If we arrive to install the systems at first or second fix and the plot is not ready then a 'plot not ready' charge of £350 will be applied per plot and the installation will be removed and rescheduled at the next available installation date (subject to capacity) which could be over 2 weeks.

First Fix Roof Works – Solar panel installation

Our Installation Process		What we need from you
Week One	<ul style="list-style-type: none"> • Call off for 1st fix installation • Date confirmed 	<ul style="list-style-type: none"> • Latest drawings issued and approved • Schematics approved • Inverter location agreed
Week Two	<ul style="list-style-type: none"> • Materials ordered • Drawings confirmed 	<ul style="list-style-type: none"> • Drawings approved
Week Three	<ul style="list-style-type: none"> • Eco2Solar will contact you 7 days before the planned installation date to confirm that the plot will be ready 	<ul style="list-style-type: none"> • Confirmation that the plot(s) are ready for week 4 installation date • Felt and batten must be completed (and not tiled) before planned installation date for solar panels
Week Four	<ul style="list-style-type: none"> • Materials will be delivered to site compound • Installation of PV panels to roof 	<ul style="list-style-type: none"> • Receive delivery of materials to site compound before installation • Telehandler, safe roof access and loading bay • Roof felt and batten but not tiled

Second Fix – Test and commission process

Our Installation Process		What we need from you
Week One	<ul style="list-style-type: none"> • Call off for 2nd fix installation • Date confirmed 	<ul style="list-style-type: none"> • Schematics approved • Cables and breakers installed to specification by electrical contractor (refer to schematic)
Week Two	<ul style="list-style-type: none"> • Materials ordered 	
Week Three	<ul style="list-style-type: none"> • Eco2Solar will contact you 7 days before installation to confirm that the plot will be ready for week 4 	<ul style="list-style-type: none"> • Installation of cables and breakers completed by electrical contractor. • Permanent power is on to the plot to enable commissioning of solar system
Week Four	<ul style="list-style-type: none"> • Installation of inverter • Test and commission (MCS certificate will follow 10 days after commissioning completed) 	<ul style="list-style-type: none"> • Permanent power to enable commissioning of system

Contact Details

- **To book in plots:**

 **01562 977850 (Direct Dial)**

 **scheduling@eco2solar.co.uk**

- **For updated RAMs:**

 **Rams@eco2solar.co.uk**

- **For MCS Enquiries:**

 **mcs@eco2solar.co.uk**

- **For Customer Service:**

 **customerservice@eco2solar.co.uk**

Eco2Solar Site Guide available here:

