

SunGift Energy User Guide

Solar Photovoltaic Systems

How do I look after my solar PV system?

A solar PV system should be maintained and serviced to function at its best. Solar technology is a long term asset, and can last in excess of 25 years, as long as it's properly looked after.

Maintenance must be carried out by an experienced professional, with the right technical background.

It is advised to conduct occasional visual inspections of the array to ensure that there is no significant build up of dust and debris or any mechanical or animal damage. Panels have a coating which allows them to be 'washed clean' naturally by the weather. This can reduce the need for any manual cleaning, depending on the location and surroundings. To ensure you continue receiving the best from your solar PV system, we suggest that you have it serviced every 2-3 years.

What happens to the electricity produced by my solar PV system?

- The electricity from your PV system will always be used in your house if there is a demand from your household appliances.
- If you do not have a battery, and the PV is producing more energy than you are using, the excess will automatically be exported to the National Grid.
- If the PV is not producing enough energy to meet the demand from your household appliances, electricity will be drawn from the grid to supplement the supply.
- Your Total Generation Meter will measure the total amount of electricity being produced by the PV system.

How do I get the most out of my PV system?

The key to making the most of your PV system is to ensure that your consumption matches your generation (if you don't have a battery). All systems are slightly different, but if yours is south-facing then it will produce more electricity in the middle of the day, when the sun is highest. To take advantage of this, you should now use energy intensive appliances such as your washing machine or dishwasher. Time delays on such appliances will help improve your self-sufficiency.

Make yourself familiar with your Total Generation Meter. On sunny days you will see the red light on it flashing quickly. The quicker it flashes the more electricity you are producing. When you see it flashing quickly you will know that it's a good time to turn on your high demand electrical appliances. Many inverters have built-in monitoring systems that allow you to see whether you are using energy from the national grid or from your solar PV system.

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What should I do if my existing electricity meter starts running backwards?

In some cases, you may find that your electricity meter starts running backwards. If this happens, we would advise that you notify your electricity supplier. They will most likely replace your meter with an updated version that will not run backwards as you export electricity to the grid. This will avoid any complications with your electricity bills.

Will my PV system provide power to my house if there is a power cut?

Unfortunately, no. In the event of a power cut your PV system will be automatically isolated. This will ensure that anybody working to fix the problem will not be at risk from current flowing out of your PV system and into the grid. Installing a battery back-up system would allow you to store the energy generated by your PV system, and use it should the supply from the National Grid fail. If this is an option that you would like to explore, please contact us.

Will my PV system be affected by the weather?

The performance of your solar PV system *can* be affected by temperature. PV modules are rated at standard test conditions, and when temperatures are below this, the power output can be higher than the rated power. When temperatures are above the standard test conditions, power output can be reduced. Long, hot summer days, with little or no wind, are likely to produce lower peak outputs than those seen on cooler days. We have accounted for this effect in the simulation of your system's performance. The inverter will begin to re-rate its power output in higher temperatures.

What should I do if the system doesn't appear to be working properly?

Please see the [Maintenance Guide](#) for further details.

How do I decommission the system?

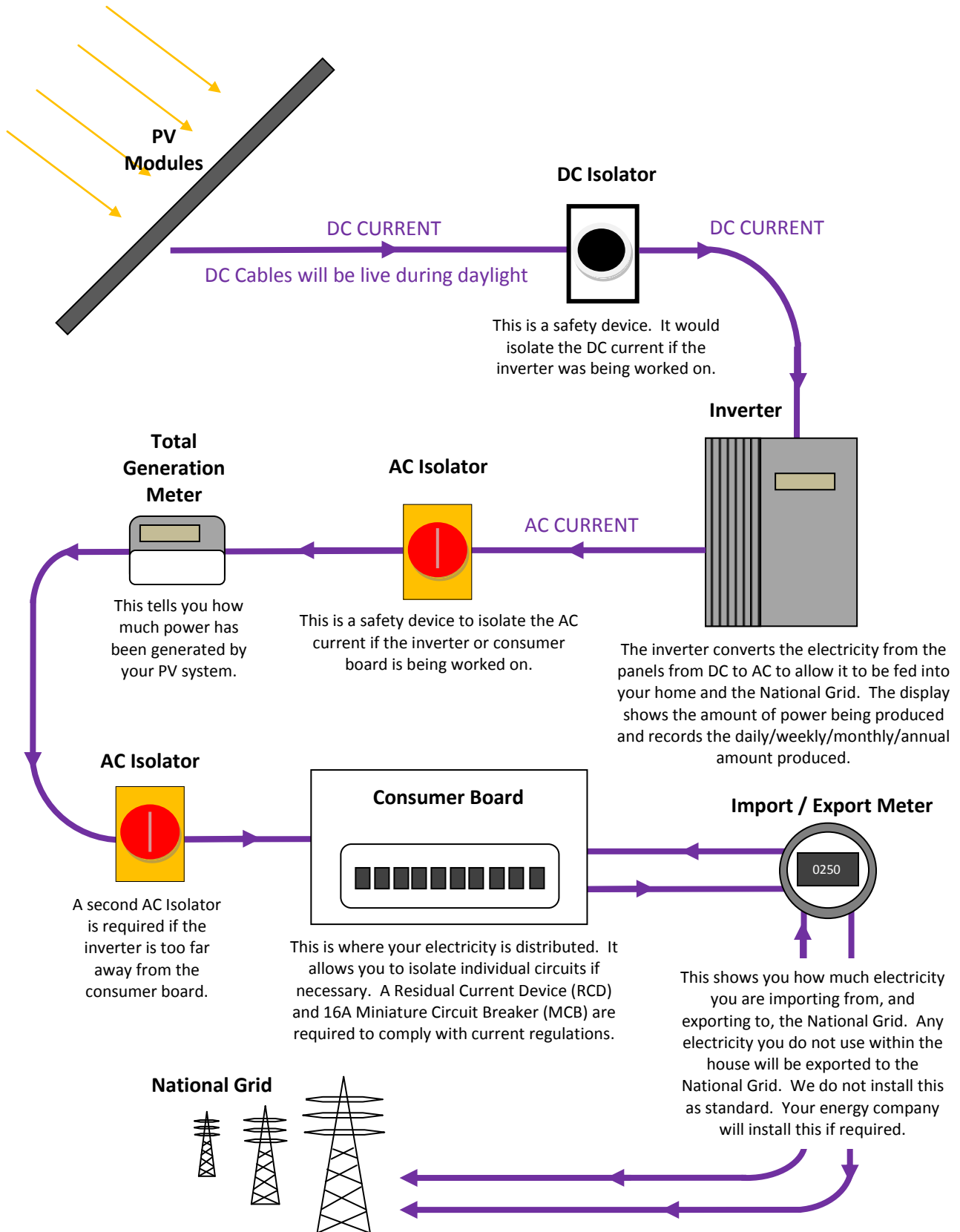
Only trained professionals should decommission your system (or carry out any other work). You must inform Western Power that your system is being decommissioned by filling out the [Decommissioning Certificate](#) and returning to them.

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How does my solar PV system work?



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