

Help! I think I have a fault with my system

If you think you have a fault with your system, this help-sheet will prepare you for what you should do.

Fault finding information – with remote monitoring

If you have remote monitoring for your system, we may be able to remedy the situation without conducting a site visit. However, the problem may actually be the monitoring system itself.

You can find this out by looking at your generation meter, is it clocking up generation? If it isn't, then there could be a fault with the system.

Fault finding information – without remote monitoring

If you do not have remote monitoring, you can still give us some useful information. Is your inverter showing an alert on the screen? Is your generation meter clocking up generation?

If you have any concerns, please contact SunGift (details below) and tell us any of the above information if you can. We will attempt to remedy the situation remotely. If we cannot, then we will provide you with a quote for sending out an engineer.

Will I have to pay anything?

We like to look after the systems that we've installed for the duration of their lifetimes. In order to offer this service we need to cover our costs, which means that we may charge you for our time and any parts used. However, we will discount any compensation from the manufacturer where relevant. All costs will be discussed and agreed upon prior to being incurred.

01392 213 912



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What's the fault finding process?

If a site visit is required, then the engineer will endeavour to assess and fix the fault if it's possible to do so. Should further parts, site visits or access be needed, the following processes may apply:

Manufacturer's warranty - if there is a fault with a product under a manufacturer's warranty (you should already have a copy of this), we will provide reasonable assistance with claims under this warranty, as we maintain good relationships with all of our manufacturers. Any compensation from the manufacturer for labour or access costs (e.g. scaffolding) under the warranty will be deducted from our costs. Any costs that you must cover will be agreed with you before we fix the problem, so there will be no unexpected bills.

Workmanship warranty - your installation is covered by the SunGift workmanship warranty for 5 years. If we agree that the fault is due to an error in our workmanship, we will fix the problem at no cost to you. Otherwise, our costs in remedying the fault will need to be covered by you. If it isn't initially clear whether the fault is due to an error in our workmanship, an investigation may be needed, and we will discuss and agree with you any potential costs before the work is carried out.

Fault not covered by warranty, or other cause of damage (e.g. rodent damage) - the labour, administration and access costs that we will need to cover in order to fix the problem will be discussed and agreed with you before we carry out any work.

Contact details:

Operations and Maintenance Manager: Helen Griffin

Telephone: 01392 927203

Email: oandm@sungiftsolar.co.uk

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