

# Frequently Asked Questions

## Why have I been given this leaflet?

You should have received this leaflet in conjunction with a quotation for a renewable energy system from an ecosure approved installer.

## What is renewable energy warranty insurance?

It's an insurance policy that protects your deposit should the installer go out of business before your system is installed or if the system fails due to defective workmanship and the installer has ceased trading and is unable to honour their warranty to you.

## Do I have to pay for this insurance?

No - the policy is paid for by the installer at no extra cost to you.

## What kinds of renewable energy systems does this insurance cover?

It covers air and ground source heat pumps, biomass, solar PV and solar thermal systems.

## What do I need to do now?

Nothing. Should you accept this installer's quotation, they will purchase a policy from ecosure and you will receive confirmation of this from us.

## How much of my deposit will be covered?

Your deposit will be covered for 90 days, from the date you pay the installer. The policy will cover you for up to £5,000 or 25% of the total cost of your installation, whichever is the least.

## How much cover is there for Defective Workmanship?


The cost of repairing or replacing your renewable energy system up to the amount you paid for your system, to a maximum of £20,000.


## How long will the policy last?


The policy will either last 5 or 10 years depending on your installer.

## How can I find out more about this policy?

Please visit [www.ecosureinsurance.co.uk](http://www.ecosureinsurance.co.uk) or contact us on:

 01268 511115

 [enquiries@ecosureinsurance.co.uk](mailto:enquiries@ecosureinsurance.co.uk)

 ecosure Ltd, Matrix House, 16 Lionel Road, Canvey Island, Essex, SS8 9DE.



### THE SMALL PRINT

ecosure Ltd is an appointed representative of COBRA Insurance Brokers Ltd, Matrix House, Lionel Road, Canvey Island, Essex, SS8 9DE. Ecosure's Renewable Energy Warranty Insurance policy is underwritten by Electrical Contractors Insurance Company (ECIC) Ltd. Both COBRA Insurance Brokers and ECIC are authorised and regulated by the Financial Conduct Authority (FCA) and registered as companies in England.

**Please Note:** In accordance with FCA Regulations, the installer is not selling the Renewable Energy Warranty

Insurance policy. The policy is paid for by the installer.

Installers are not authorised by the FCA to comment on the insurance policy other than to inform the homeowner of its existence and to hand out this ecosure information leaflet. This is because the installer is not regulated by the FCA to sell or advise in respect of insurance. Any questions should be addressed to ecosure.

**ecosure**