

SV Solar presents...

SOLAR  
HORROR  
STORIES  
VOL. I

Based on true customer stories

"I'm left alone with a heap of money gone and  
nothing to show for it"



”They gave me a very cheap quote and promised me the world! I didn’t know any better and I thought it would be a good investment but now I’m left with a \$3,000 pile of junk that doesn’t even work” - Emma

”They turned out to be just regular electricians who did solar on the side. My system broke down in a year and I can’t even chase them because they’ve gone out of business! I already paid a fortune!” - Laura



”They were very dodgy with the panels and inverters from the start. It was low priced, so I didn’t bother and the salesman smooth talked me into it. Now the system says it has technical failure, whatever that means, and it can’t even generate electricity! All that money for nothing!” - James





Your future doesn't have to look like theirs. Let's look into the past, and then predict the future.





Emma fell prey to the "we can give you a cheaper quote" spell. All those component and installation price cuts must compromise somewhere. For panels that have a 25-year performance life span, she didn't think far enough and got taken advantage of by deceiving salesmen.

Laura also fell prey to the "we can give you a cheaper quote" spell, but this time added with a "we can install it cheaper because we don't have sales and marketing overhead costs, we're electricians!". Not all solar power systems are perfect. They may have a few minor issues in a few years, having a strong solar company who charges a little more upfront but makes up for it with good after sales service will save you a lot of Panadol money from the headaches of your installer ghosting you. They can't sustain low prices forever.





Another case of "we can give you a cheaper quote spell" with James too. This time, the smooth salesman sold him on cheap components and whatever was good commission for him at the time. Everyone promises "the best" solar power system but few get you "the right" solar power system. James's solar power system suffered technical failures early on and only continued further on. The easy size fits all spell from the salesman.





With the cards in front of us, let's see how you can keep yourself safe

## 1. Think twice about cheap solar ads and quotes

With all the facebook ads about "free solar" or "\$2,600" solar power systems, dodgy companies cast the net to pull consumers into their spell. A new wave of solar companies has been started rapidly because of the government rebate scheme. They'll pitch you the lowest prices and it can be tempting to go with the cheapest quote, but you should remember that solar is a 25-year investment. It pays to take a step back and think about how they will afford to stay in business once things go south. We have done plenty of reinstallation jobs from such "gone bust" companies in the past and continue to in the present because no company can survive with such low prices forever.

## 2. This is "the best" system for you - sign here

If a solar company visits your property, does their due diligence, observes any issues for installation, takes the time to go through the quote with you and gives you the quote - you feel understood and get a sense of the system. Now since you know a little bit about how solar works and about the quote, you shop for quotes from other companies. You call up companies to beat the quote. Many will answer. There's plenty of "quote beater" companies waiting for customers who have the general sense of how solar works but don't know the details and experience of how other configurations don't work for them. They'll give you the cheapest quote and promise you the world. They'll say it will be even better than the first quote you told them to beat and sell you on price with little backup as to how. Going with them is great in the short run. They'll install it as soon as possible, take your money and after a year or so when the system breaks down and you call them - the phonenumber has been disconnected. Their ABN is not on the registry anymore. They've picked up enough volume with more customers who needed "the cheapest quote", made their money quick, closed business because they can't afford to service their customers, and have left to do it again starting another "new solar company" with no responsibility.

Solar is an investment. The panel performance warranty is for 25 years. The inverter warranty is for 5+5 years. If it goes well, you increase the value of your property and significantly reduce your bills to where you might not even need to pay a dollar some months for those 25 years. Instead of paying for 2-3 completely new reinstalls every other year, it pays to invest a little more upfront and have that peace of mind.



### 3. Solar is an investment, treat it like one

While a good bet it to not go with the company that gives you the cheapest quote, it is also important that you go over the quote with your solar company to know if it makes financial sense. We've seen many people who don't know any better overpaying for the system with a 7-8-year payback period when it could've only taken 3-4-years (not battery systems). It's usually the most vulnerable customers too.

If the components are top of the line, expensive and highest quality panels, and inverters - that's fine (if you want the best quality). But we have seen customers being ripped off with cheap panels and inverter combos paying prices even higher than the most expensive components in the market. It's a good rule of thumb to avoid the cheapest quote but it's also important to research what the panels and inverters are prior to accepting the quote so you know that you are not overpaying for something that isn't worth much to begin with. You've made the smart decision to switch to solar. Take the extra step of looking into the quote for a bit and put yourself in a better position to succeed in your investment.



Now you have the right cards in front of you





You have less chances of ending up on Solar Horror Stories Vol. II

But your fate depends on which solar company you choose to go with

## Why Choose SV Solar?

1. We've been in the industry for 24+ years now, we've seen companies come and go and have had thousands of installations under our belt. We know what can go wrong and how it can go wrong, luckily, we know how to avoid and solve too!
2. We take the time to get you the "right" system instead of the cheapest "best" system
3. All our installations are carried out by CEC accredited installers
4. We offer solar maintenance for our customers as well as solar repair and reinstallation for customers that have been abandoned by their original installers

# Join our ever growing list of happy costumers



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