

# After Sales Care Solar PV & Battery Storage



Supporting you in developing and  
maintaining your low carbon future

“**Brilliant service all round.** I had investigated solar PV with battery storage for many months, and on speaking to Mole Energy it was clear they were ahead of the game. They were informative and extremely helpful - factual and to the point.

**Mole Energy’s aftercare was above and beyond** that which I expected and has been ever since. I would never recommend anyone else!”

Mr D - Somerset



CALL US TODAY  
01803 732946

Part of



Covering the South West for all size systems and Nationwide for 50kW systems and above.\*

## Your Mole Energy service plan includes:

- ✓ All year-round technical helpline and online support
- ✓ Inverter cleaning and servicing including updating of software; checking and replacement of connections (if applicable)
- ✓ Full testing of all electrical components and connections
- ✓ Individual solar PV string tests
- ✓ Complete on-site generation checks and diagnostics - using specialist software to check actual generation against anticipated
- ✓ A comprehensive report which includes photographic evidence and fault analysis
- ✓ On-site repairs, where applicable, within allocated time frames
- ✓ Full solar AC electrical system test and diagnostics
- ✓ Full solar DC electrical system test and diagnostics
- ✓ Short-circuit current, open-circuit voltage and irradiance tests
- ✓ Visual inspection of panels from ground level, where applicable
- ✓ All ground based electrical equipment cleaned and serviced
- ✓ Full project management for all roof work, if required

## Our Mole Energy call-out includes:

- ✓ Solar PV systems - breakdown, repairs and maintenance
- ✓ Inverters - breakdown, repairs and maintenance
- ✓ Battery storage systems - breakdown, repairs and maintenance

We offer a call-out service for warrantied and non warrantied systems.

\*Subject to original installer details and size, type and location of your system.

