

AES Solar Introduction and Customer Charter



AES Solar

Established 1979

2021

Committed to quality, dedicated to solar energy solutions



Over forty
years of solar
expertise

Electric Vehicle Chargers | Battery Storage
Design | Manufacture | Installation | Servicing

Head Office: AES Building, Lea Road, FORRES, Moray, IV36 1AU
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Dear Customer,

At AES Solar we want you to enjoy the experience of working with us on your journey towards energy independence. Solar energy, both Photovoltaic and Solar Thermal are proven technologies which will not only help reduce carbon emissions but will save you money and protect you and your family from increasing utility costs.

We are totally committed and focused on solar energy and our services and expertise are dedicated to the industry.

Our passion is to provide all customers with unrivalled expert knowledge and high levels of customer service. This means caring for our customers and clients, both large and small and listening to feedback. In order to do this, we must be a sustainable business which means pricing our services and products at a level which means we are here for the long term.

We hope you find this charter useful in setting out our service levels and what you can expect from us. We value your custom.

Sincerely,

George Goudsmit

Managing Director

What You Can Expect From Us

1. Contact

- 1) We will always acknowledge your enquiry within 24 hours.
- 2) Surveys will be completed promptly and at a time convenient for you.
- 3) Depending on the complexity of the enquiry we will strive to provide you with quotations within 5 days of the survey completion, keeping you up to date at all stages of the process
- 4) We will never “hard sell” a system to you and all quotations will be sent by email or post.
- 5) We will provide you with a choice of products.
- 6) We will never attend your property unannounced.
- 7) If we have to cancel an appointment, we will do so with notice.
- 8) Our quotations will be clear, transparent and accurate.

2. Deposit

- 1) Deposits received are 100% refundable provided we have not scheduled you in for installation.

What You Can Expect From Us

3. Installation

- 1) We aim to complete your installation within 4 weeks of the deposit payment, keeping you fully informed of our schedule and availability.
- 2) We will install in a tidy and polite manner and clearly explain the system to you before our departure.
- 3) All post installation paperwork will be provided to you in a timely manner.

Any deviation from the above should be reported to us and will be addressed and responded to by a member of our Senior Management Team. Feedback and performance reports both positive and negative assist us to provide the best possible service to our clients.



Our Services

Solar Photovoltaic

We offer a full range of Photovoltaic (PV) services from individual retrofit properties to large scale commercial installations. Solar PV is also an extremely popular option for new build properties both for self-builders and commercial developers.



Early involvement provides us with the opportunity to design both the size and aesthetics of the project to client requirements and budgets.

Our Services

Solar Thermal

Our Unrivalled Experience

We have been manufacturing and installing solar thermal collectors for 40 years. We are now the only thermal manufacturer in the UK with our experience and expertise attracting enquiries from all over the world.

Solar thermal can be used for space or water heating which offsets the cost and usage of oil or gas particularly from April through to September. Solar thermal will also attract Renewable Heat Incentive (RHI) payments when installed for water heating.



Our Services

Battery Storage

Battery storage systems are becoming increasingly popular options, fitted alongside new solar PV systems or retrofitted to existing PV systems.

Customers now wish to harness and utilise the energy they produce rather than send it back to the grid at a low price only to purchase it back later in the day at a higher price.

Customers with electric vehicles and those who are out of their property during the day but have high evening usage will benefit greatly from a battery storage solution. However, it is important for us to assess your usage and advise you if battery storage is suitable for your requirements.



Our Services

Servicing

Protect and Maximise your Return on Investment

Whilst solar PV systems are described as fit and forget, like anything else a regular service can help the return on your investment. We recommend solar thermal systems are serviced annually to ensure you get maximum performance from your system.

We do repair and maintain systems installed by other companies who have gone out of business or are uncontactable. Unfortunately, we cannot take any responsibility for the workmanship of these systems or assume ownerships of the warranties or guarantees.

Rest assured we will get your system fixed or repaired, and the quality of our workmanship comes as standard when working with a reputable 40+ year old company.





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