



Prepared By: Jonathan Wilcock

Date: - 01/09/2025

Proposal for:

Dave Price
38 Glossop Rd,
SK13 5EZ
Tel No: +447780117886

Solar PV System Size: -	5.22kW
Battery Storage Size: -	9.4kWh
Total price for installation: -	£9,915.06

Spectra Solar Ltd Registered in England and Wales. 13758631



Spectra House, 13-15 Pennington Street, Hindley, WN2 3AH

www.spectrasolar.co.uk

01942669601 / 08007723361

CoNo.13758631
MCS No: NAP66549



Dear Dave,

I am thrilled to share our comprehensive information pack and quotation for the supply and installation of renewable energy technology at your property.

Within this quotation, you will find in-depth details on the proposed equipment, an estimate of the system's anticipated performance, insights into the financial incentives available, and additional information to empower you in making an informed decision.

Enclosed with this quotation, you will discover:

- Further details about Spectra Solar LTD.
- The complete Performance Estimate.
- Information on the location of key components.
- Insight into The Home Insulation and Energy Systems Quality Assured Contractors Scheme (HIES), a program in which Spectra Solar LTD proudly participates.
- Details about the products we employ and the reasons behind their selection.

I want to assure you that the presented quotation remains firm for 30 days from the date of issue. Your satisfaction and peace of mind are of utmost importance to us.

However, it's important to note that, while we strive for price stability, the final price is subject to survey. In the rare instance that major issues are identified during the survey, there may be a need for adjustments. Please be assured that any such changes will be communicated to you transparently and promptly.

Should you have any further queries or require additional information, feel free to reach out to me at your convenience.

Please note: as part of our ongoing commitment to quality, we are assessed annually by our MCS Certification Body. Completed installations are chosen to be assessed during these audits. By agreeing to proceed, you must allow access to your installation if, in future, your project is chosen to be audited. We will liaise with you with regard to arranging access for our Certification Body, should this occur.

This quotation will be valid for 30 days from the date of issue. Thank you for considering Spectra Solar LTD. We look forward to speaking with you again soon.

Kind Regards

Jonathan Wilcock

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Consumer Code Reg: SSL/A/0804



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ABOUT US

At Spectra Solar we're a family-run business that started with a small team.

We have since grown to supply demand and provide the best possible service by having multiple installation teams and separate repair teams.

We are all about being open and honest, something you can always expect from us.

We are always looking for ways to improve and make sure our customers get the best service possible which is why we are 5* rated on Google.

We are Which? Trusted Trader accredited. This achievement gives you peace of mind you are choosing someone who is reliable and trustworthy.

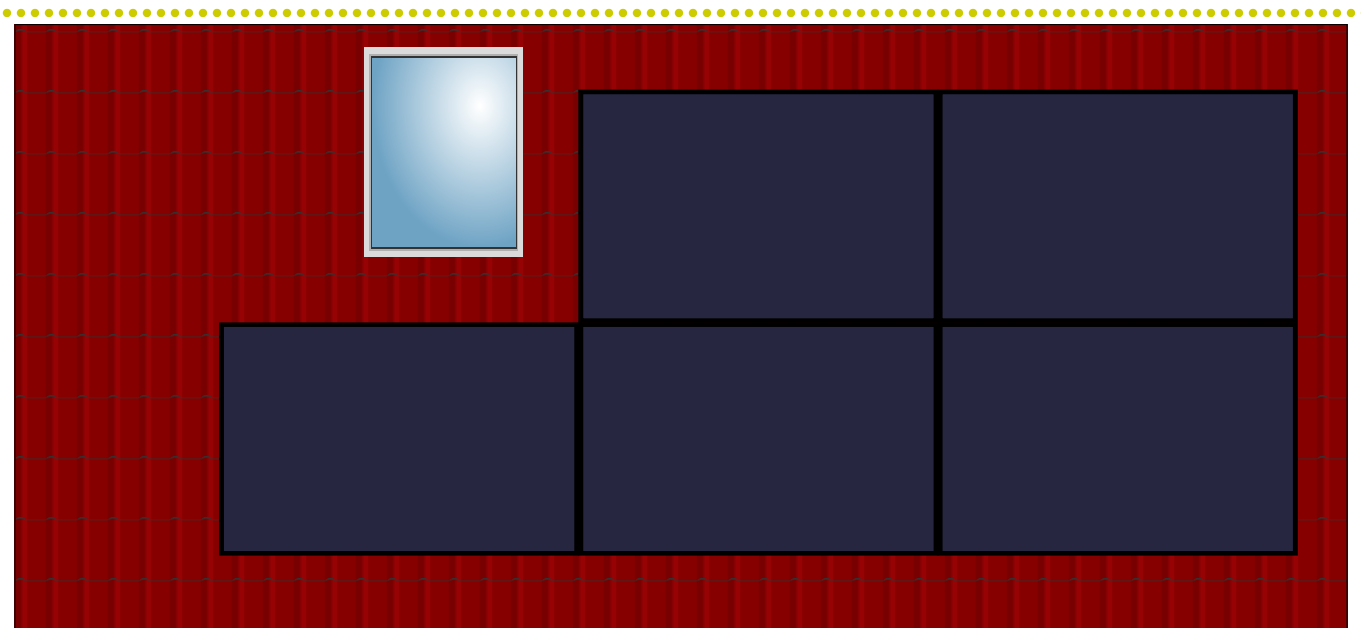
We don't employ any sales representatives and therefore don't employ any kind of sales tactics like most firms do.

We understand that investing in Solar Panels is a daunting step to take. We're dedicated to helping you understand everything about the process so that you can make an informed decision for your future!

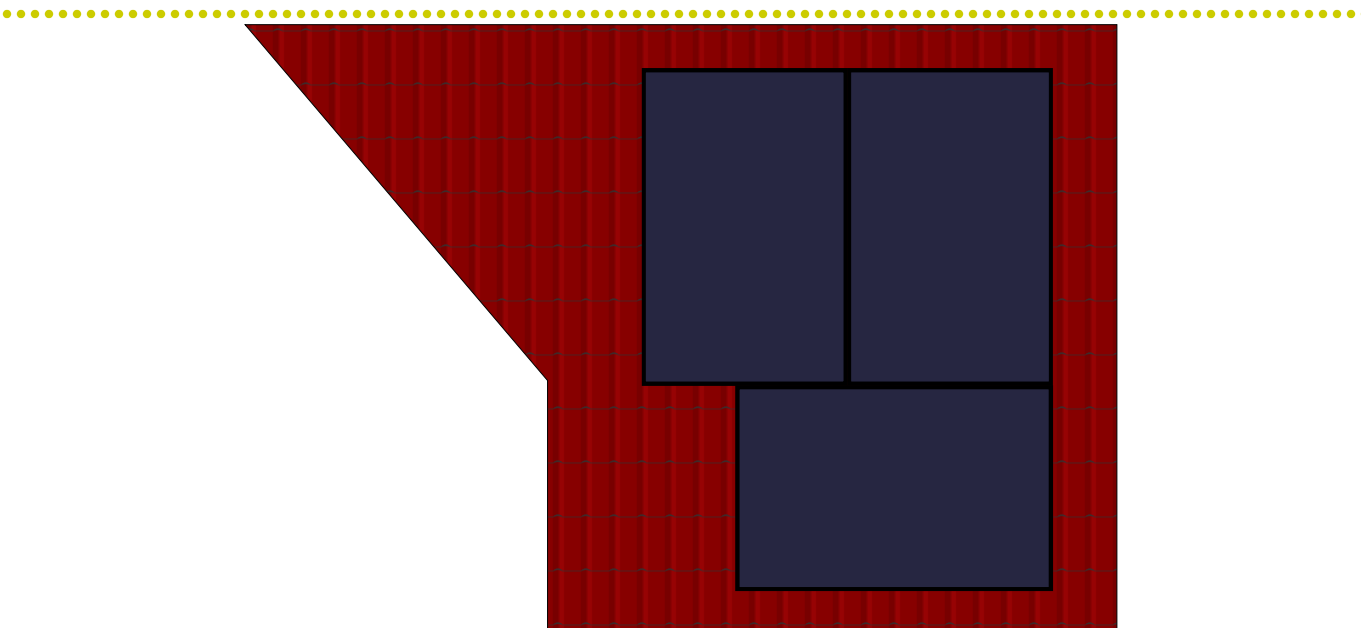
If there is anything you would like explaining please contact the office and speak to one of our friendly team members.

Roof Layout

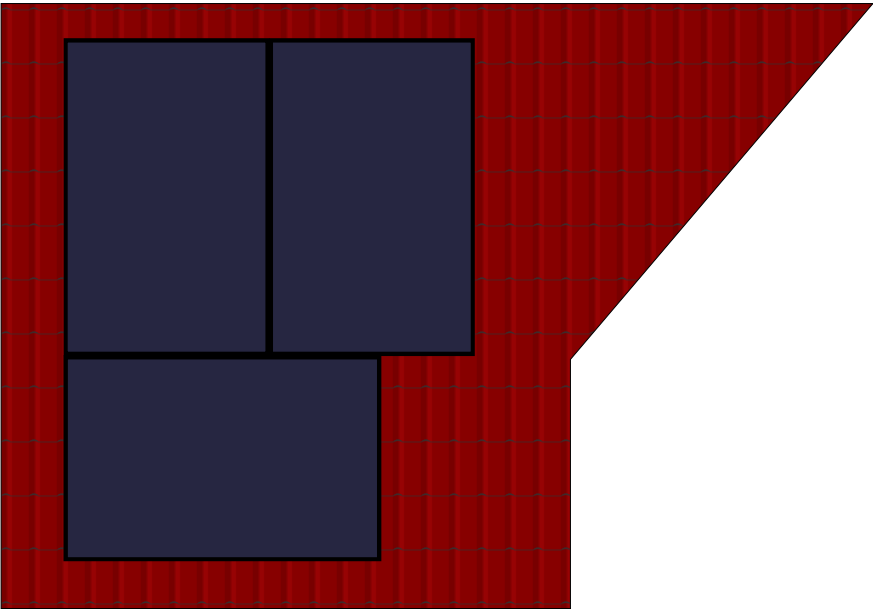
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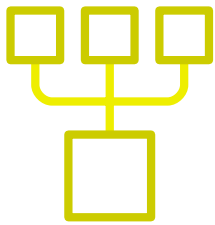


S/E

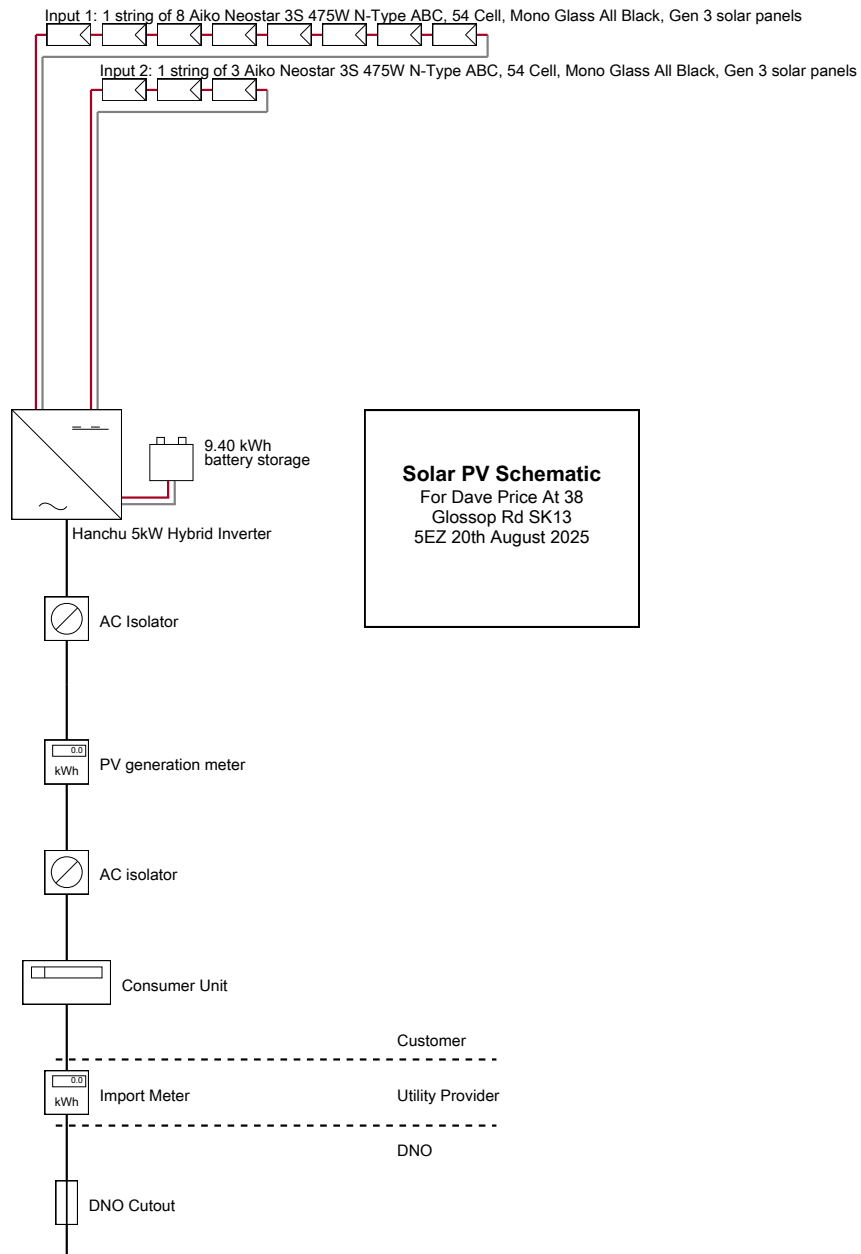


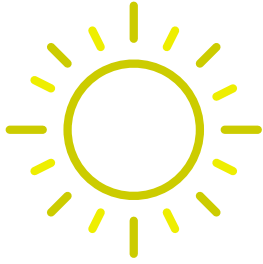
N/W





Schematic diagram





Performance Estimate

Site details

Client

Dave Price

Address

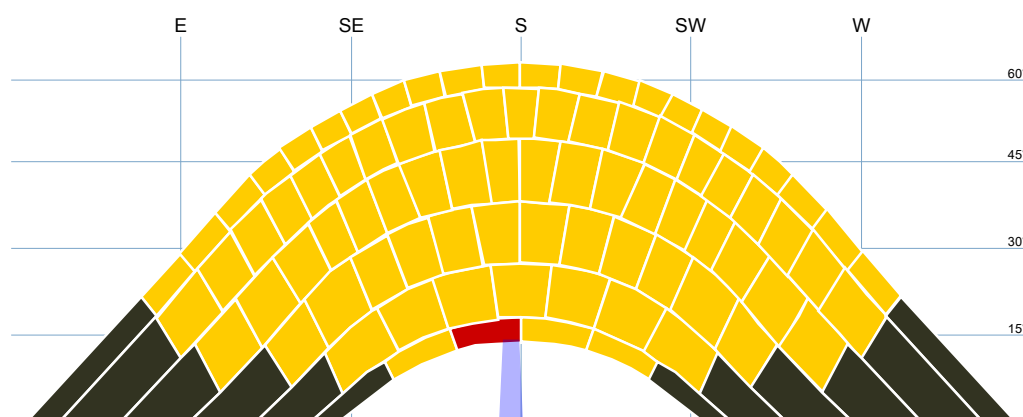
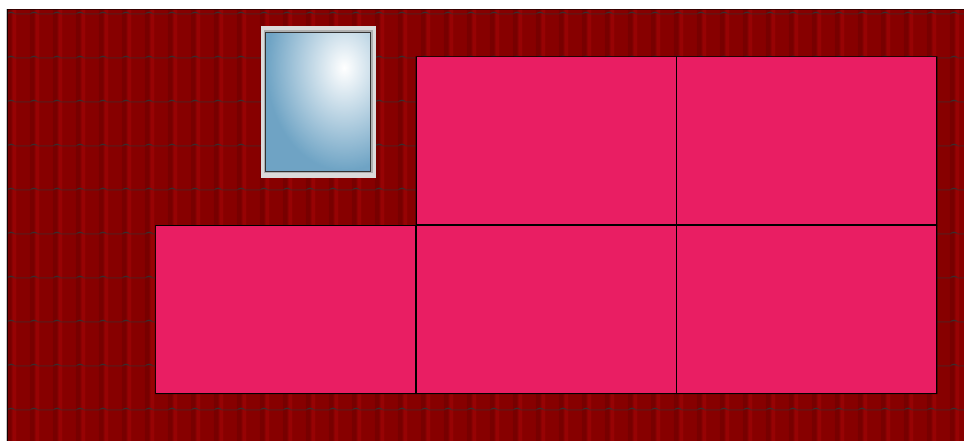
38 Glossop Rd

The sunpath diagram shows the arcs of the sky that the sun passes through at different times of the day and year as yellow blocks. The shaded area indicates the horizon as seen from the location of the solar array. Where objects on the horizon are within 10m of the array, an added semi-circle is drawn to represent the increased shading. Blocks of the sky that are shaded by objects on the horizon are coloured red, and a shading factor is calculated from the number of red blocks. The performance of the solar array is calculated by multiplying the size of the array (kWp) by the shading factor (sf) and a site correction factor (kk), taken from tables which take account of the geographical location, orientation and inclination of the array.

Inverter 1

Hanchu 5kW Hybrid Inverter

String 1 -Shading group 1



A. Installation data

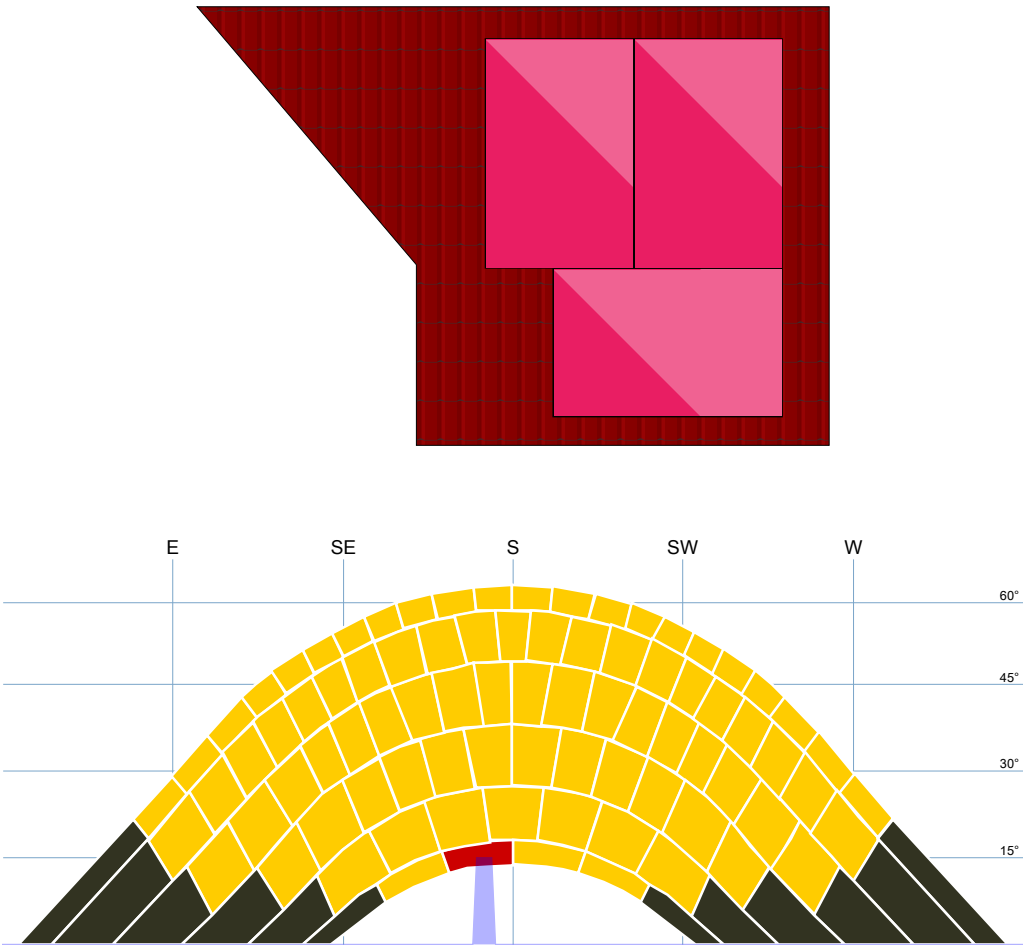
Installed capacity of PV system – kWp (stc)	2.375	kWp
Orientation of the PV system – degrees from South	40	°
Inclination of system – degrees from horizontal	30	°
Postcode region	6	



B. Performance calculations

kWh/kWp (Kk)	891	kWh/kWp
Shade factor (SF)	0.99	
Estimated output (kWp × Kk × SF)	2095	kWh

String 1 -Shading group 2



A. Installation data

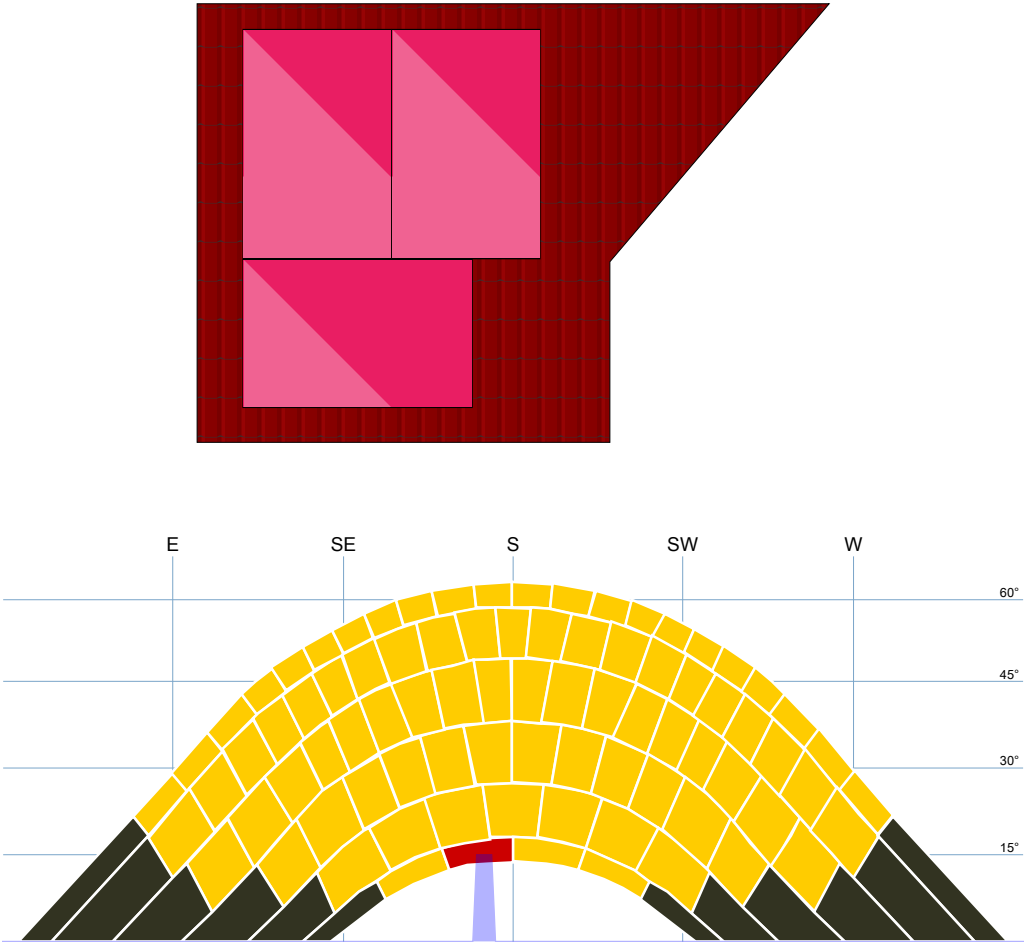
Installed capacity of PV system – kWp (stc)	1.425	kWp
Orientation of the PV system – degrees from South	-57	°
Inclination of system – degrees from horizontal	30	°
Postcode region	6	



B. Performance calculations

kWh/kWp (Kk)	859	kWh/kWp
Shade factor (SF)	0.99	
Estimated output (kWp × Kk × SF)	1212	kWh

String 2 -Shading group 1



A. Installation data

Installed capacity of PV system – kWp (stc)	1.425	kWp
Orientation of the PV system – degrees from South	127	°
Inclination of system – degrees from horizontal	30	°
Postcode region	6	



B. Performance calculations

kWh/kWp (Kk)	649	kWh/kWp
Shade factor (SF)	0.99	
Estimated output (kWp × Kk × SF)	916	kWh

Performance Summary

A. Installation data		
Installed capacity of PV system – kWp (stc)	5.225	kWp
Orientation of the PV system – degrees from South	See individual inputs	
Inclination of system – degrees from horizontal	See individual inputs	
Postcode region	6	
B. Performance calculations		
kWh/kWp (Kk)	See individual inputs	
Shade factor (SF)	See individual inputs	
Estimated output (kWp × Kk × SF)	4223	kWh

Customer Name:	Dave Price	Project Reference:	PriceSK13
Installation Address:	38 Glossop Rd, SK13 5EZ		
Quotation issued by:	Jonathan Wilcock	Date issued:	01/09/2025

Description of Goods	Qty	Unit Price	Total Price
11 X Aiko Neostar 3S 475W N-Type ABC, 54 Cell, Mono Glass All Black, Gen 3 Panels Price includes all cable & electrical sundries (25yr Product Warranty- 30yr Linear Power Warranty)	1	INCLUDED	INCLUDED
Hanchu 5kW Hybrid Inverter (12yr Manufacturer warranty)	1	INCLUDED	INCLUDED
Emlite NET Gen meter	1	INCLUDED	INCLUDED
9.4kWh Hanchu Ess Battery Storage (95% Usable) (12yr Manufacturer warranty)	1	INCLUDED	INCLUDED
Renusol Roof Mounting Kit Inc Additional Genius Roof Hoods	1	INCLUDED	INCLUDED
Wi-Fi Dongle for Cloud Access/Mobile App	1	INCLUDED	INCLUDED
Consumer Unit + SPD	1	INCLUDED	INCLUDED
Outdoor Canopy	1	INCLUDED	INCLUDED
8 x Tigo TS4-A-O Optimisers	1	INCLUDED	INCLUDED
Bird Protection + Installation	1	INCLUDED	INCLUDED
Black 7kW Myenergi Zappi Untethered Charger Inc Additional Cabling (3yr Manufacturer warranty)	1	INCLUDED	INCLUDED
Description of Services	Qty	Unit Price	Total Price
Design, Installation & Setup	1	INCLUDED	INCLUDED
MCS Cert, DNO(G98/G99), Elec Cert (EIC), HIES Warranty IBG	1	INCLUDED	INCLUDED
Free Site Survey prior to Installation	1	INCLUDED	INCLUDED
Free Online Monitoring	1	INCLUDED	INCLUDED
24 Months defects "return to site" warranty	1	INCLUDED	INCLUDED
Goods & Services Sub Total:			£8,865.06
Scaffolding:			£1,050.00
VAT @ 0%:			£0.00
Total:			£9,915.06



Estimated Generation Table

The estimated calculations below are based on the orientation, roof pitch and postcode of your property at the time of enquiry. Clipping as per inverter limits is also allowed for.

We believe the highest payer for your export is currently Octopus Energy and have based the SEG rate on this. If you wish to be paid export you have to join one of the export paying electricity companies but please do your own research on this matter.

PV ARRAY AGE	SOLAR GENERATION	EST SEG INCOME		EST ELECTRICITY SAVINGS		TOTAL SAVINGS	
YEARS	KW/H	ANNUAL	COMBINED	ANNUAL	COMBINED	ANNUAL	COMBINED
1	4223	£118.20	£118.20	£893.10	£893.10	£1,011.30	£1,011.30
2	4200	£114.72	£232.92	£935.08	£1,828.18	£1,049.79	£2,061.09
3	4177	£111.25	£344.17	£979.02	£2,807.20	£1,090.28	£3,151.37
4	4154	£107.81	£451.97	£1,025.04	£3,832.24	£1,132.84	£4,284.21
5	4131	£104.38	£556.35	£1,073.22	£4,905.45	£1,177.59	£5,461.80
6	4108	£100.97	£657.32	£1,123.66	£6,029.11	£1,224.63	£6,686.43
7	4086	£97.58	£754.90	£1,176.47	£7,205.58	£1,274.05	£7,960.48
8	4063	£94.21	£849.11	£1,231.76	£8,437.34	£1,325.97	£9,286.45
9	4041	£90.86	£939.97	£1,289.65	£9,727.00	£1,380.51	£10,666.97
10	4019	£87.53	£1,027.50	£1,350.27	£11,077.26	£1,437.79	£12,104.76
11	3996	£84.21	£1,111.71	£1,413.73	£12,491.00	£1,497.94	£13,602.70
12	3974	£80.91	£1,192.62	£1,480.18	£13,971.17	£1,561.09	£15,163.79
13	3953	£77.63	£1,270.26	£1,549.75	£15,520.92	£1,627.38	£16,791.17
14	3931	£74.37	£1,344.63	£1,622.58	£17,143.50	£1,696.96	£18,488.13
15	3909	£71.13	£1,415.76	£1,698.84	£18,842.34	£1,769.97	£20,258.10
16	3888	£67.91	£1,483.66	£1,778.69	£20,621.04	£1,846.60	£22,104.70
17	3866	£64.70	£1,548.36	£1,862.29	£22,483.32	£1,926.99	£24,031.69
18	3845	£61.51	£1,609.87	£1,949.82	£24,433.14	£2,011.32	£26,043.01
19	3824	£58.34	£1,668.21	£2,041.46	£26,474.60	£2,099.79	£28,142.80
20	3803	£55.18	£1,723.39	£2,137.41	£28,612.00	£2,192.59	£30,335.39
21	3782	£52.04	£1,775.43	£2,237.86	£30,849.87	£2,289.91	£32,625.30
22	3761	£48.92	£1,824.36	£2,343.04	£33,192.91	£2,391.97	£35,017.27
23	3740	£45.82	£1,870.18	£2,453.17	£35,646.08	£2,498.99	£37,516.25
24	3720	£42.73	£1,912.91	£2,568.47	£38,214.54	£2,611.20	£40,127.45
25	3699	£39.67	£1,952.58	£2,689.18	£40,903.73	£2,728.85	£42,856.30
		TOTAL COST OF INSTALLATION:				£9,915.06	
		ESTIMATED RETURN ON INVESTMENT:				£32,941.24	
		TOTAL ESTIMATED SAVINGS:				£42,856.30	

SEG SUPPLIER	Octopus
BEST SEG RATE AVAILABLE	£0.150
ASSUMED CURRENT ELEC kWh PRICE	£0.260
EST PV SELF CONSUMPTION %	81.3%
INFLATION	2.5%
ESTIMATED ELECTRICITY INCREASES	4.7%
YEARLY PANEL DEGRADATION	0.55
1ST YEAR GENERATION	4223
COST OF INSTALLATION	£9,915.06
ESTIMATED ANNUAL ELEC USE kWh	7000
EST PV SELF CONSUMPTION kWh	3435

Please note all the generation figures are estimated, these are likely to differ per property. These are not guaranteed. Inverter & battery efficiency % is not taken into account. Self-consumption % is the estimated amount of kWh you will use of which your Solar PV System has generated. This can vary, usually between 20% & 90%.

Inflation rate has been set at 2.5% with electricity prices rising above inflation by 2.2%. A shading calculation will be obtained during Survey which may alter the figures in the Estimated Generation Table.

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IMPORTANT INFORMATION

PLANNING CONSIDERATION AND BUILDING CONTROL

Planning permission may be needed if the property where the installation is to take place is within a Conservation Area, National Park or an Area of Outstanding Natural Beauty. If the property is a Listed Building you should assume that planning consent would be required. If any of these circumstances apply, we would strongly suggest you contact your local planning authority. Whilst we will assist you in gaining any particular permission, it will be your responsibility to ensure these permissions are in place. We cannot be held responsible for any installations carried out where planning permission was required but not obtained and no refunds will be offered.

STRUCTURAL ISSUES

The Microgeneration Certification Scheme says that if we are in any doubt as to the structural suitability of the building then a structural engineer should be consulted. From our part, we will assess the suitability and will only install if we feel the structure is suitable. If we are in any doubt, we will liaise with you with a view to consulting a suitably qualified person. Dependent on the circumstances, this will either be at our or your expense. We will make clear, in writing, our position on this matter should it arise.

DATA PROTECTION

We will keep information about individuals in accordance with data protection legislation. We will not pass information to any third party without your permission. Data Protection Act 2018.

GUARANTEES

Your equipment is guaranteed by its manufacturer but you should contact us in the first instance if anything appears to be wrong.

Should we cause any damage, either to installed equipment or to your property we will rectify such damage without charge to you.

Products are covered by manufacturers warranties. If any fault is found and you are within your warranty these will be replaced free of charge & only a labour charge shall apply.

Spectra Solar cannot be responsible for any loss of generation waiting on a replacement.

We guarantee our workmanship with HIES on every installation. This workmanship warranty will be transferable to the new legal owner of the property if it is sold during the warranty period.

INSURANCE

It is recommended that you inform your property insurers about the proposed installation to check if it will increase your buildings insurance premium. As members of HIES we must have appropriate insurance to cover possible third-party damage, which may be caused by any of our activities in supplying a small-scale energy generator to you.

COMMISSIONING THE SYSTEM

The Solar PV system will be commissioned according to MCS installation standards to ensure that the system is safe, has been installed in accordance with documented procedures and manufacturer's requirements, and is operating correctly in accordance with the system design.

We will also make any required Building Control notifications and you will be forwarded the documentation within 30 days.

Following the testing and commissioning of the system, a detailed operating manual will be provided to you within 10 days along with a system schematic.

AFTER SALES SUPPORT AND MAINTENANCE

If, following installation, the system does not appear to be operating correctly please refer to the operating instructions. We will explain to you, at the handover stage, the safe operation of the system.

If you are in any doubt as to any aspect of the systems operation, please contact us. We will issue to you at Handover, information regarding shading and maintenance. We can, should you require it, provide servicing and/or maintenance contracts at additional cost.

Spectra Solar will not be liable for any missed or loss in generation for any reason and will not pay compensation for this.

A working Wi-Fi connection is required to see your App - this is the customers responsibility.



ADDITIONAL INFORMATION

COSTING

This quotation has been based on us being able to install your system as described without interruption. Should there be circumstances beyond our control which cause an interruption to the installation process we will discuss with you the implications of such a delay.

Should you decide to make any changes to the agreed installation within your "Cooling Off" period, we will produce another full quotation which takes into account these changes. You will be given a further "Cooling Off" period to consider this quotation.

Should you wish to make any changes to the agreed installation after your "Cooling Off" period has expired, again we will prepare a new quotation for you, but we reserve the right to charge for any reasonable costs we have incurred in working towards the original installation details.

If, during the installation process, we come across any situation that we could not reasonably be expected to foresee, for example, remedial electrical or building work, we will discuss with you the implications and costs involved in rectifying the problem.

Should you request any changes after the installation process has begun that involve additional cost we will provide you with a quotation based on the daily or hourly rate of our installers.

TIMETABLE FOR WORKS

If you decide to accept our quotation, we will contact you and arrange a mutually agreeable date to begin the installation. We will confirm this with you in writing. It usually takes us a day to complete an installation, however please be aware that sometimes the installation may carry over to the next day.

Scaffolding will be left up for 7-10 days to allow for maintenance should a fault occur. Your installation will usually take place within 4 weeks of receiving your order, subject to workload and materials. We will contact you at the earliest opportunity should there be any delay in obtaining the goods or services required.

THE HOME INSULATION & ENERGY SYSTEMS QUALITY ASSURED CONTRACTORS SCHEME

We are a member of HIES, and this document is prepared in accordance with its Code of Practice

A leaflet describing HIES is enclosed with this quotation. The Code can be viewed in full at <https://www.hiesscheme.org.uk/code-practice/>

CANCELLATION RIGHTS

Following the delivery of the goods you have a Cooling Off Period of fourteen days, during which you may cancel the Contract without penalty. If you cancel within this time, we will return any deposit you may have paid in full. If you cancel after this time, we may have to make reasonable charges based on any costs we have incurred up to the point of cancellation. Should you wish to cancel, we will provide you with a Cancellation Form along with your contract of sale. You must complete this form, or state in writing to us that you wish to cancel the Contract. You should post the Cancellation form or your Cancellation Letter to us at the address on the front of this quotation. We would suggest that you send this cancellation notice by a form of recorded delivery. You may inform us by e-mail of your cancellation request to the e-mail address on the front of this quotation. It is not our normal policy to begin work within the "Cooling Off" period. If you should require us to do so you must fill out the Express Request Form and return it to us. Should you decide to take this course of action, and you subsequently cancel the installation, you will be liable for the costs incurred to us for any work done up to the point of cancellation.

IF YOU WISH TO ACCEPT THE QUOTATION

If you wish to accept the quotation, please contact the office. We will then contact you to arrange the date for the site survey and installation. Once the survey has been completed we will provide you with a finalised quotation along with a Contract for you to review, a Cancellation Notice and an Express Consent Form over email from Adobe Sign for you to electronically sign and return to us before the installation can be completed.

PAYMENT FOR SYSTEM

We will never ask for a deposit on signing of the contract unless the inverter is above 3.6kW.

We will not ask for any payment until the install is complete unless the inverter is above 3.6kW.

Please see below our optional extras. If you would like any of these adding to your system or would like more information on them please let us know.



Ensuring Safety at Home During Installation Work

As a company we take responsibility and ensure best practices are put into place to safeguard children and any pets within a consumer's home.

We ensure our members of staff will not be alone with children within the home.

During installations, we will ensure to protect the health, safety and wellbeing of any children and pets living at or visiting the premises, including taking action to secure items or equipment that may cause an accident or injury.

We will take every precaution to prevent damage to the consumers' home.

We will use adequate sheeting, protective covering and barriers to prevent unnecessary damage to a consumers' home. We will look to prevent, as far as is reasonably practicable, the spread of dust or rubble.

We will request householders to remove any precious or valuable items from work areas and will try to plan our work so as to minimise disruption to consumers.

As a company we will ensure that staff maintain cleanliness and leave the property clean and tidy at the conclusion of any works completed.

The best way to protect children or pets is to keep them out of the area where you are working. If work is being done in occupied premises, clear responsibilities for maintaining any applicable scaffolding or fencing and keeping those not involved in the work away need to be agreed with the building occupier.

Many children see construction sites as adventure playgrounds. Even though they may be entering the site when not suitable, they should still be protected from site dangers; many will be too young to appreciate the risks they are running.

The following steps to reduce the chance of children injuring themselves if they do get onto the site. At the end of the working day:

- barrier off or cover over excavations, pits etc;
- isolate and immobilise vehicles and plant; if possible lock them in a compound;
- store building materials (such as pipes, manhole rings, cement bags etc) so that they cannot topple or roll over;
- remove access ladders from excavations and scaffolds; and
- lock away hazardous substances.

Construction work should be suitably signed and fenced off if applicable. This will protect people (especially children) from site dangers and the site from vandalism and theft.





**“Always
use a
HIES
member.”**

George Clarke

HIES
Consumer
Code

**Trust, confidence
and peace of mind**
when buying renewable products
for domestic properties



HIES Consumer Code



“HIES gives you the trust, confidence and peace of mind you deserve.”

George Clarke
Brand Ambassador

Join over 300,000 consumers who have used a HIES member.

Consumer protection, made simple.

When you enter into a contract with a member of HIES, to install renewable products at your home, you should receive the following.



Vetted and accredited installers

All members have successfully passed our accreditation process for the product (or products) they want to be accredited for.



Consumer advice line

We are on hand to answer any questions you may have once you have entered into a contract with a scheme member.



Deposit and stage-payment protection insurance

Once your installation is registered with us, this covers up to 25% of the contract value (maximum limit of £5,000) for **120 days** (from the date you sign the contract). No protection is in place until we have written to you and confirmed the cover. We do not hold any deposits or money you may have paid.



Insurance-backed guarantee (IBG)

An IBG provides protection if your installer ceases (stops) trading and cannot honour the terms of their written guarantee. IBGs range from two to 10 years and the length of the IBG you receive may be different from the length of the written guarantee provided by the member. **You will receive an IBG once the member has added in a date on our system to show when they completed your installation.**



Alternative dispute resolution

Our expert mediators are always on hand to help resolve any disputes you may have with one of our members.



Access to an ombudsman

As a consumer, you will have free access to an ombudsman service or an equivalent form of alternative dispute resolution if we can't settle your complaint.

Please read the consumer advice section to understand the protection you may receive and the obligations you have.

Your buying journey

Follow our five simple steps to help you make an informed decision when buying renewable products for your home.



1. Product

Find the best product for you. If you are not sure, do your research.



3. People

People buy from people. Find the right installer for you. Make sure you find one who is competent, trustworthy and knowledgeable.



2. Price

Once you have decided on the right product, make sure you find the price that will give you the best value for money.



4. Payment

Discuss payment options with the installer and decide which option is best for you.



5. Peace of mind

Allow us to provide the peace of mind for you.

“If you are having renewable products installed, I strongly advise you use a member of HIES.”

George Clarke
Brand Ambassador



Some HIES statistics



Total consumers protected
310,000



Total deposits protected
£284 million



Total contract values protected
£2 billion

Consumer advice

Important information about your protection

To receive protection from our scheme:

- your installer must be a member of the scheme when you enter into a contract with them to carry out the work;
- you must enter into a contract direct with the member and pay the member direct;
- the installation must be on a domestic property; and
- the installation must be in England, Scotland, Wales or the Isle of Wight.

If you don't meet the above conditions, we may not be able to protect you. Please read on to understand the protection you will receive and the obligations you have.

Vetted and accredited

Scheme members have passed our accreditation process for the product (or products) they want to be accredited for. They are also assessed to make sure they are keeping to our rules. Our assessments can include, but are not limited to, checking members' finances, competency certificates and business insurance. We may also share information with consumer bodies (where appropriate).

Consumer advice line

Once you have entered into a contract with a scheme member, you can benefit from access to our consumer advice line. We are on hand to answer any questions you may have about the member during the installation.

Free access to alternative dispute resolution

When you have entered into a contract with a scheme member, you can benefit from free access to our mediation services to help resolve a dispute you may have with them. During the mediation process, the mediator may arrange for an independent inspection to be carried out on the installation (if they consider this appropriate). This service is also free to you.

We will not be able to investigate your complaint if you are taking, or have already taken, a form of legal action.

Free access to an independent ombudsman

In the unlikely event that we cannot resolve a dispute, as a consumer you will also have free access to an ombudsman service or an equivalent form of alternative dispute resolution. The decision is binding on the member but not on you. The ombudsman or alternative dispute resolution scheme will not be able to investigate your complaint if you are taking, or have already taken, a form of legal action. This service is only available to consumers and not commercial

organisations.

Free deposit and stage-payment protection insurance

The deposit and stage-payment protection insurance covers up to 25% of the contract value (maximum limit of £5,000) for **120 days** from the date you sign the contract (terms and conditions apply). We provide this protection to cover you in the unlikely event that the member cannot complete your installation because they have stopped trading.

To benefit from this protection (which we pay for):

- the member must have registered your installation on our online portal;
- you must have entered into a contract with the member, named as supplier on the certificate;
- you must be able to provide proof of your contract with the member, named as supplier on the certificate;
- you must be able to provide proof of the payments you have made to the member, named as supplier on the certificate; and
- the member must have ceased (stopped) trading, and if they are a limited company, Companies House must have confirmed this.

No protection will be in place until we have written to you to confirm we have arranged this, after the member has registered your installation on our system, and in line with the conditions above. If you have not received our letter confirming we have arranged your protection within five working days of you signing the contract, please contact our member or us as soon as possible as your payments will not be covered.

Please note, the insurance we buy and the protection scheme we operate do not cover any payments (deposits and stage payments) of more than 25% of the contract value (or the maximum limit of £5,000) that you make to the member before the installation is finished and the contract is completed. We and the insurer do not hold any deposits or stage payments you may make to the member.

Free insurance-backed guarantee (IBG)

An IBG provides protection if the member ceases (stops) trading and cannot honour the terms of their written guarantee (terms and conditions apply). IBGs range from two to 10 years and the length of the IBG you receive may be different from the length of the written guarantee provided by the member.

To benefit from an IBG (which we pay for):

- your installation must be fully completed to your satisfaction, there must be no faults and you must have paid all amounts due direct to the member, named as supplier on the certificate;
- you must have a contract with the member, named as supplier on the certificate;
- you must be able to provide proof of your contract with the member, named as supplier on the certificate;
- you must be able to provide a copy of the written guarantee you received from the member, named as supplier on the certificate; and
- the member must have ceased (stopped) trading, and if they are a limited company, Companies House must have confirmed this.

No cover will be in place until you have received your IBG certificate. If you have not received your IBG certificate, please contact the member to ask for it.

Important information

This brochure sets out the full services available to you under the scheme. In order to receive the protection we offer, you must enter into a contract for goods or services with one of our members during their membership with us and keep to the conditions set out on this page. Our member is responsible for providing the goods or services to you under their contract with you. You are responsible for choosing which of our members to enter into a contract with. We will not enter into negotiations or discussions with members on your behalf (including providing advice on which of our members offers the most suitable or best value work for you).

We are not responsible for the actions of our members.



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