

7 Must Ask Solar Questions

1. What is the core/main business of your company?

ZEN: ZEN stands for Zero ENERGY, the idea of balancing the energy you consume in your home or business with the energy you generate. At ZEN we are dedicated to designing and installing Home and Business Energy Systems to the very highest industry standards.

Our core business is Energy Solutions, we do not class the job as being complete until all aspects of the install are finalised. If you decide to adopt solar, it is important to make sure the provider you choose is a specialist in solar energy. If not, they may not have the answers or dedicated skills required to provide you with the best outcome.

At ZEN Energy Systems New Zealand we draw on the vast experience of ZEN Energy Systems, a market leading Australian solar company with in excess of 17,000 solar energy system installations totalling more than 300,000 individual panels. This partnership has enabled us to bring world-leading technologies to the New Zealand market across Solar Energy, Energy Storage and Solar Hot Water.

We value our customers and want them to know they will receive only the best in advice, product range and system installation through ZEN Energy Systems.

2. Do you conduct an inspection before quoting and installation?

ZEN: Absolutely. This is essential. Our technical representatives will visit your home or business prior to quoting to make sure you have adequate roof space, an electrical system and roof structure capable of handling a solar installation, and discuss any issues and questions you may have. Our technical representatives will recognise any shading issues at the time of inspection and will document the impact they could have on system performance. This information will be included with your formal quote so that you can make an informed decision. For example, if the shading problems are too significant and can't be immediately resolved, we will advise you on how the situation can be improved and whether it is the right investment. Without a professionally conducted home inspection, you're more likely to have problems on installation, 'surprise' charges and performance issues.

3. Is your system a complete, branded package or a mixture of different components?

ZEN: Our grid connect solar energy systems are fully branded ZEN Energy Systems, made by the world's leading manufacturers to our strict ZEN specifications. Our systems are optimised for peak performance, and all components work together to maximise energy production and ensure a long system life. ZEN's fully branded and integrated systems help when it comes to warranties as well. An example of this is ZEN's industry leading 25 year warranty on its Micro Solar Control Centres.

4. Are there any Government incentives available to me?

ZEN: New Zealand does not have the incentive schemes that were used in various global markets to drive the uptake of solar energy. Fortunately though, these incentives have helped reduce the cost of solar energy to a point where the economics can stack up on a non-incentivised basis.

Although there aren't any incentives, various electricity retailers will buy the excess electricity generated from your solar energy

system. This is unregulated and each retailer sets the rates they are prepared to pay. For information on each retailer's current policies, please contact us on 0800 936 695.

5. How do I know what size system is needed?

ZEN: ZEN prides itself on creating tailored solar energy solutions to suit your situation. Consumption levels and patterns can vary significantly between both homes and businesses. This is why the sizing and design of your system are so important.

While grid-connected solar energy systems enable the export of excess solar generation to the electricity network, a correctly specified system will maximise the level of solar generation consumed in your home or business. This creates a better long-term financial return, as displaced grid supplied electricity is usually of greater value than exported electricity.

When looking at installing solar it is important to consider how much electricity you consume, at which times during the day and whether there are any seasonal trends. These factors along with specialised advice will help to determine the most suitable system for your situation.

6. What quality control measures do you include in all installations, and how do I monitor my system's performance?

ZEN: Apart from using highly trained designers and installers, ZEN incorporates a number of additional installation features to ensure top performance and system safety. All ZEN AC Energy Systems have earthing protection in-built in each micro solar control centre. This not only gives your system greater security, it gives your family a higher level of safety. Remember, you will have a power station on your roof!

We've also designed a unique mounting system that allows for panels to be mounted up to 100mm above the roof surface, allowing rain and leaf debris to pass underneath while providing air flow to cool the panels. This helps the panels work at maximum efficiency whilst extending their lifespan.

We also co-ordinate your meter changeover and grid connection, and see this as part of the excellent service we provide here at ZEN. We take care of all paperwork and ensure that the metering changes made by your selected energy retailer occur as quickly as possible. We will keep you up to date every step of the way as this process occurs.

Additionally, all ZEN AC Solar Energy Systems come with the ZEN Energy Manager. This advanced web-based monitoring solution allows you to see system performance down to the individual panel level on all your web connected devices or PC.*

7. Can you tell me more about Energy Storage?

ZEN: ZEN have created a world-leading energy storage system, the ZEN Freedom PowerBank, which lets you store power and use it whenever you like, 24 hours a day. This means you can store your own solar electricity generated during the day for use at night time, allowing you to live independently from the grid.

For more information on the ZEN Freedom PowerBank or to see how it operates, visit our interactive storage tool at www.zenenergy.co.nz/home/energy-storage

*Visit the website for full Terms and Conditions.