



CONTACTLESS SOLAR With many people working from home resulting in increased daytime loads and pressures on the electricity grid, we believe now is a great time to be considering solar and energy storage. To protect you and our staff from the impacts of COVID-19, we have implemented new controls that allow our business to continue operating and limit the need for any direct contact between our employees and our customers.

ELECTRONIC QUOTING



- All quotations can be done remotely without the need for a site visit.
- Firstly, we will give you a call to conduct an initial consultation with you over the phone to review your energy needs and specific requirements.
- Following this call, if your preference is for us not to visit, we will send you a link that will allow you to take photos and send them to us electronically. Alternatively, we can arrange a time to come to site to take the photos for you, remembering that we will have to be strict about keeping 1.5m away from anyone at all times.
- Once we have the photos, we will then use high definition aerial images to assess your site's suitability for solar and send you a quotation via email for you to review.
- After you have had a few days to review our quotation, we can give you another call to discuss any questions you may have or we can answer your questions via email if you prefer.

CONTACTLESS INSTALLATIONS



- When we arrive on site, the site supervisor will call you to discuss the installation and confirm placement of equipment.
- Our installation crew will install the system. If we need to enter your home for any reason (usually to access to the manhole), we will call you and take the following precautions:
 - Sanitise hands before and after entering the home
 - Wear a face mask while in the home
 - Make every effort to minimise the duration of the time we are in the house
- Once we have completed the installation, the site supervisor will call you again to let you know that we have finished and to let you know the next steps.

COVID-19 PROTOCOL



We request that all customers notify us prior to the installation if anyone in the household is sick or currently in isolation or quarantine so we can reschedule the installation for a later date.

For more information call
02 6971 0084 or visit
solarwiseww.com.au