

A LiveWest Guide to Photovoltaic (PV) Panels

What are PV Panels?

PV panels, also known as solar panels, are the most common form of renewable energy technology installed onto new homes.

These systems capture the sun's energy and convert it into electricity that can be used in the home.

How do they work?

A solar panel consists of many cells made from layers of semi-conducting material, most commonly silicon. When light shines on this material a flow of electricity is created.

The panels do not need direct sunlight to work. They generate electricity using daylight which means they work on sunny, cloudy, and rainy days. However, it is worth noting that the stronger the sun the more electric energy is produced.

As the electricity generated by the panels is direct current (DC) an inverter is installed to convert this electricity to alternating current (AC) so it can be safely used in the home.

Benefits of solar electricity

Solar PV systems are good for the pocket and good for the planet.

Reduce household bills

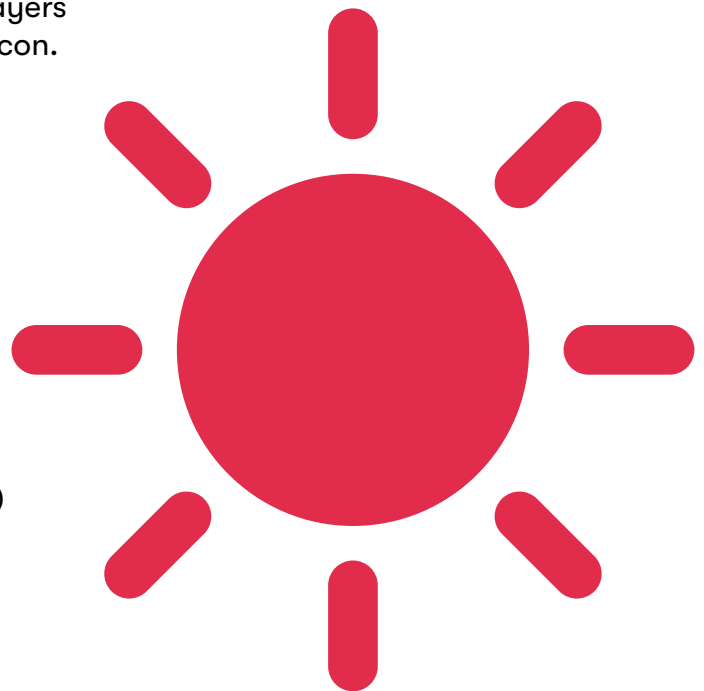
The electricity generated from PV panels is free.

As the PV panels will be working at its peak during daylight hours, it's a good idea for customers to run electrical appliances, such as washing machines and dishwashers, during the day so as much of the electricity generated by the PV panels can be used whilst this electricity is being generated.

This will enable our customers to gain the maximum benefit of the system and reduce their home energy costs.

Cut carbon emissions

Solar PV panels are a renewable energy technology. The electricity generated from PV panels has no carbon emissions, meaning a typical home PV system can save around one tonne of carbon per year.



A LiveWest Guide to Photovoltaic (PV) Panels

Maintenance and cleaning of PV panels

It is recommended that solar panels are cleaned once a year to remove any dirt and dust build up. This can be carried out by a window cleaning company using a telescopic brush.

In some locations customers may need to clean their panels more regularly to ensure electricity generation is maximised.

The inverter will require an annual clean, to remove any dust from the immersion unit. Customers may wish to use a suitably qualified professional to carry out this service.

The life expectancy of PV panels is approx. 20-25 years however the solar panel inverter will need to be replaced after 10-15 years.

It is always recommended for our customers to look at the specific manufacturer's guidance and recommendations when reviewing the maintenance requirements of their PV panel systems.

If your home was purchased by way of the new model lease and you discover a 'qualifying repair' that's needed in your new home, you'll need to arrange for it to be fixed but can claim the cost, up to the value of £500 for each year of the first 10 years of ownership (while the property remains shared ownership), back from us. You must use a Trustmark-approved tradesperson.

To find a Trustmark-approved tradesperson www.trustmark.org.uk

To make a claim for the cost of nonstructural repairs, you need to: complete the pre-approval form on our website.

Further information can be found in 'A Customer's Guide to the New Model Shared Ownership' on our website.

