

Choosing the Right Solar Installer

A Complete Guide to Selecting a Reliable Solar Company in Nigeria

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1. Introduction

Installing a solar system is not just about buying solar panels or batteries—it is about choosing the right company to design, install, and support your energy system for years to come.

Unfortunately, many people in Nigeria have had disappointing experiences with solar because they selected an installer based only on price or promises.

Common complaints include:

- The system never worked as expected.
- Batteries failed earlier than expected.
- The installer stopped answering calls.

- There was no warranty support.
- The installation looked untidy.
- Equipment specifications did not match what was promised.
- There was no one available to fix faults.

In most cases, these problems are not caused by solar technology itself—they are caused by poor installation, poor system design, or poor customer support.

This guide explains how to choose a solar installer you can trust.

2. Why Choosing the Right Installer Matters

A solar system is expected to operate reliably for many years.

The quality of the installation affects:

- System performance.
- Electrical safety.
- Battery life.
- Equipment lifespan.
- Energy savings.
- Future expansion.
- Warranty claims.
- Customer satisfaction.

Even the best equipment cannot perform well if it is poorly installed.

A qualified installer ensures that the entire system works safely and efficiently from day one.

3. The State of the Nigerian Solar Market

Nigeria's solar industry has grown rapidly over the past decade.

This growth has created more options for customers—but it has also led to challenges.

Some common industry issues include:

- Unqualified installers.
- Counterfeit equipment.
- Poor engineering.

- Unrealistic sales promises.
- Lack of proper documentation.
- Poor customer communication.
- Weak after-sales support.

As a customer, taking time to evaluate a solar company can save you significant costs and frustration in the future.

4. What Makes a Great Solar Installer?

A professional solar company offers much more than installation.

Look for an installer that provides:

Professional Energy Assessments

Every project should begin with understanding your energy needs.

Proper System Design

The system should be engineered specifically for your property—not copied from another installation.

Quality Equipment

Equipment should come from reputable manufacturers and include appropriate warranties.

Skilled Installation

Installations should follow recognised engineering and electrical safety standards.

Transparent Proposals

You should clearly understand:

- What equipment is included.
 - System capacity.
 - Warranty coverage.
 - Project scope.
 - Payment terms.
 - Delivery timeline.
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Customer Education

A good installer explains how the system works and answers your questions before and after installation.

Reliable After-Sales Support

The relationship should continue long after installation is complete.

5. 15 Questions to Ask Before Hiring a Solar Company

Before signing any agreement, ask the following questions.

1. Will you conduct a professional energy audit before recommending a system?

Every recommendation should be based on actual energy consumption.

2. How did you determine the proposed system size?

The installer should explain the engineering behind the recommendation.

3. What equipment brands are included?

Ask about:

- Solar panels.
 - Inverters.
 - Batteries.
 - Monitoring systems.
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4. What warranties are provided?

Understand:

- Equipment warranty.
 - Installation workmanship warranty.
 - Service response process.
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5. What happens if the system develops a fault?

Ask how technical support is handled.

6. Do you provide preventive maintenance?

Regular maintenance helps maximise performance.

7. Can the system be expanded later?

Future flexibility can save money over time.

8. Will I receive training after installation?

Customers should understand how to operate and monitor their systems.

9. Will I receive system documentation?

Professional installers should provide:

- System drawings.
 - Equipment manuals.
 - Warranty information.
 - Installation records.
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10. Do you provide monitoring?

Monitoring helps track system performance and identify issues quickly.

11. What is included in the quotation?

Never assume all quotations cover the same scope of work.

12. How long will installation take?

Request a realistic project schedule.

13. Who will perform the installation?

Find out whether the company uses trained staff or subcontractors.

14. How do I request technical support after installation?

The support process should be clear and easy to access.

15. What makes your company different?

Listen carefully to whether the response focuses only on price—or on quality, engineering, and customer support.

6. Warning Signs to Watch Out For

Be cautious if an installer:

- Provides a quotation without visiting the site.
- Recommends a system without an energy assessment.
- Cannot explain how the system was designed.
- Focuses only on price.
- Uses vague equipment descriptions.
- Refuses to provide written documentation.
- Offers unrealistic guarantees.
- Has no clear customer support process.
- Avoids discussing warranties.
- Rushes you into making a decision.

These warning signs may indicate poor planning or inadequate technical expertise.

7. Comparing Solar Quotations

Many customers compare quotations based only on price.

A better approach is to compare the complete solution.

Review:

System Design

- Does it match your energy needs?
-

Solar Panel Capacity

- Is the proposed capacity appropriate?
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Battery Capacity

- Will it provide the backup time you require?
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Equipment Quality

- Are reputable products being used?
-

Installation Scope

- What work is included?
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Monitoring Features

- Can you monitor system performance?
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Warranty Coverage

- What protection is provided?
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After-Sales Support

- How will technical issues be handled?

The lowest quotation is not always the best value.

8. Why After-Sales Support Matters

One of the biggest complaints among solar customers in Nigeria is poor after-sales service.

Many installers disappear after completing the project.

A professional solar company should remain available to provide:

- Technical support.
- Preventive maintenance.
- Warranty assistance.
- System inspections.

- Performance monitoring.
- Software updates where applicable.
- Future system upgrades.

A reliable installer sees the relationship as long-term—not just a one-time sale.

9. Understanding Warranties

Before proceeding, make sure you understand what is covered.

Ask about:

Equipment Warranty

Protection provided by the equipment manufacturer.

Installation Warranty

Coverage for workmanship and installation quality.

Service Response

How quickly will technical issues be addressed?

Warranty Process

Who should you contact if assistance is needed?

Clear warranty terms help protect your investment.

10. What a Professional Installation Process Looks Like

A quality solar project generally follows these stages:

1. Initial consultation.
2. Energy audit.
3. Site inspection.
4. System design.
5. Proposal and quotation.
6. Customer approval.
7. Procurement.
8. Installation.
9. Testing.
10. Commissioning.
11. Customer training.
12. Ongoing support.

Each stage contributes to the overall success of the project.

11. Evaluating Technical Competence

A technically competent installer should be able to explain:

- Why a particular system size was recommended.
- How backup time was calculated.
- How battery capacity was selected.
- How solar production was estimated.
- How future expansion can be accommodated.
- How the system will perform during power outages.

Good installers educate customers instead of relying on technical jargon.

12. Red Flags During Installation

Even after work begins, watch for signs of poor workmanship.

Examples include:

- Untidy cable routing.
- Loose electrical connections.
- Poorly secured solar panels.
- Exposed wiring.

- Missing safety labels.
- Lack of surge protection.
- Poor battery ventilation.
- Incomplete testing.
- No customer handover.

Professional installations should be neat, organised, and completed with attention to detail.

13. Frequently Asked Questions

Is the cheapest installer always the best choice?

No. A lower price may reflect lower-quality equipment, reduced battery capacity, limited engineering, or the absence of after-sales support. Consider the overall value rather than price alone.

Why is an energy audit important?

An energy audit ensures the proposed system is designed around your actual electricity needs rather than assumptions. This helps avoid underperforming or unnecessarily expensive systems.

Should I ask for references?

Yes. A reputable installer should be able to discuss previous projects or demonstrate relevant experience. Customer feedback and documented installations can also help build confidence.

What documents should I receive after installation?

You should receive warranty information, equipment manuals, system specifications, maintenance guidance, and any other documentation relevant to the installed system.

Why is after-sales support so important?

Solar systems are long-term investments. Reliable technical support ensures that maintenance, troubleshooting, warranty claims, and future upgrades are handled promptly, helping your system continue performing efficiently for years.

14. Final Thoughts

Choosing a solar installer is one of the most important decisions you will make during your renewable energy journey.

The right company does more than install equipment.

They:

- Listen to your needs.
- Conduct a professional energy assessment.
- Design a system specifically for your property.
- Install it to a high standard.
- Stand behind their work.
- Remain available whenever you need support.

In today's market, where many customers have experienced poor workmanship and disappearing installers, choosing a company that values quality and long-term relationships is more important than ever.

A solar system should give you confidence—not uncertainty.

Take your time, ask questions, compare proposals carefully, and choose an installer that treats your investment with the same level of care that you do.

About EcoSun Energy Solutions

At EcoSun Energy Solutions, we believe customers deserve more than a completed installation—they deserve a trusted energy partner.

Every project begins with a professional energy assessment, followed by tailored engineering, quality installation, thorough testing, customer training, and dependable after-sales support.

We measure our success not by the number of systems we install, but by how reliably those systems continue to perform years after installation.

Our Brand Purpose

To provide solar solutions customers can rely on, backed by consistent support they can always reach.

Whether you're installing solar for your home, business, institution, or community, EcoSun is committed to delivering solutions built on quality, transparency, and long-term support.

EcoSun Energy Solutions

Smart Energy for the Way You Live.