

Questions to Ask Before Buying Solar

The Essential Questions Every Homeowner and Business Should Ask Before Investing in Solar Energy in Nigeria

Published by: EcoSun Energy Solutions

Tagline: *Smart Energy for the Way You Live.*

Table of Contents

1. Introduction
 2. Why Asking the Right Questions Matters
 3. Questions About Your Energy Needs
 4. Questions About the Solar System Design
 5. Questions About Equipment Quality
 6. Questions About Installation Standards
 7. Questions About Warranties
 8. Questions About After-Sales Support
 9. Questions About Pricing and Payment
 10. Questions About Installation Timeline
 11. Questions About Future Expansion
 12. Questions About Maintenance
 13. Red Flags to Watch Out For
 14. Frequently Asked Questions
 15. Final Thoughts
-

1. Introduction

Buying a solar system is one of the most important investments you can make for your home or business.

A well-designed solar system can provide reliable electricity, reduce energy costs, and improve your quality of life for many years.

Unfortunately, many customers only ask one question before buying:

"How much does it cost?"

While price is important, it should never be the only factor.

The better questions are:

- Will this system actually meet my needs?
- Is it designed properly?
- Will the installer support me after installation?
- Am I buying quality equipment?
- What happens if something goes wrong?

The answers to these questions often determine whether your investment becomes a success—or an expensive disappointment.

This guide outlines the most important questions every customer should ask before buying solar.

2. Why Asking the Right Questions Matters

Many solar problems can be traced back to poor planning and poor communication.

Customers often discover too late that:

- The system cannot power all the appliances they expected.
- The battery backup lasts only a few hours.
- The installer cannot be reached after installation.
- The quotation did not include everything required.
- Warranty terms were never explained.
- Future expansion is difficult or expensive.

Asking the right questions before signing a contract helps you:

- Understand exactly what you are buying.
 - Compare proposals fairly.
 - Avoid hidden costs.
 - Choose a reliable installer.
 - Protect your investment.
-

3. Questions About Your Energy Needs

A professional solar company should first understand your electricity requirements before recommending a solution.

Ask:

- **Has an energy audit been carried out?**

A system should never be recommended without understanding your energy usage.

- **How was my system size determined?**

The installer should explain the calculations used to determine:

- Solar panel capacity.
 - Battery storage.
 - Inverter size.
-

- **Which appliances will the system power?**

You should know exactly what is included.

- **How many hours of backup should I expect?**

Backup time depends on battery capacity and electricity usage.

Ask for realistic expectations rather than estimates.

- **What happens if my electricity usage increases later?**

The installer should explain how future expansion can be accommodated.

4. Questions About the Solar System Design

Understanding the proposed design helps ensure the system matches your needs.

Ask:

- Why was this particular inverter selected?
- Why was this battery size recommended?
- Why were these solar panels chosen?
- Will the system prioritise solar power when available?
- Can the generator be integrated?
- How will the system operate during power outages?
- Will I be able to monitor the system?

A professional installer should be able to explain the design in simple language.

5. Questions About Equipment Quality

Not all solar equipment is the same.

Ask about:

Solar Panels

- Who is the manufacturer?
 - What is the warranty period?
 - What efficiency rating do they have?
-

Inverter

- What is the inverter capacity?
 - Is it suitable for my current and future needs?
 - Does it support monitoring?
-

Batteries

- What type of battery is being supplied?
 - What is the storage capacity?
 - What is the expected lifespan?
 - How should the batteries be maintained?
-

Protection Equipment

Ask whether the proposal includes:

- Circuit breakers.
- Surge protection.
- Isolators.
- Proper earthing.
- Electrical safety devices.

Safety should never be treated as an optional extra.

6. Questions About Installation Standards

The quality of installation is just as important as the quality of the equipment.

Ask:

- Who will carry out the installation?
- Are trained technicians being used?
- How will the cables be routed?
- How will the panels be mounted?
- Will the installation comply with recognised electrical standards?
- How will the batteries be protected?
- Will the installation be tested before handover?

Professional workmanship contributes to safety, reliability, and long-term performance.

7. Questions About Warranties

Many customers misunderstand what a warranty actually covers.

Ask:

Equipment Warranty

- What is covered?
 - How long does the warranty last?
-

Installation Warranty

- Is workmanship covered?
 - For how long?
-

Warranty Process

- Who should I contact if something goes wrong?
- How are warranty claims handled?
- Are replacement parts available?

Understanding the warranty before installation helps avoid confusion later.

8. Questions About After-Sales Support

One of the biggest concerns among solar customers in Nigeria is poor after-sales support.

This should be one of the most important topics you discuss before making a purchase.

Ask:

- How do I report faults?
- Do you have a customer support line?
- Do you provide WhatsApp support?
- How quickly do you respond to technical issues?
- Do you offer scheduled maintenance?
- Will you inspect the system periodically?
- Can you monitor the system remotely?
- Do you provide support after the warranty period?

Remember:

A good installer is not just available on installation day—they remain available throughout the life of your system.

9. Questions About Pricing and Payment

Before making payment, ask:

- What exactly is included in the quotation?

- Are there any additional charges?
- Does the price include installation?
- Does it include testing and commissioning?
- Does it include customer training?
- What payment terms are available?
- Are financing options available?

Understanding the complete project scope helps avoid unexpected costs.

10. Questions About Installation Timeline

A professional installer should explain the project schedule.

Ask:

- When will installation begin?
- How long will installation take?
- What could delay the project?
- When will testing be completed?
- When will the system be handed over?

Good communication helps manage expectations.

11. Questions About Future Expansion

Your electricity needs may change over time.

Ask:

- Can more solar panels be added later?
- Can battery capacity be increased?
- Can a larger inverter be installed in the future?
- Is the proposed system designed with expansion in mind?

Planning ahead can reduce upgrade costs later.

12. Questions About Maintenance

Although solar systems require relatively little maintenance, regular servicing helps maintain performance.

Ask:

- How often should the system be inspected?
- How should the panels be cleaned?
- What maintenance is recommended?
- Do you offer maintenance contracts?
- What signs indicate that the system needs attention?

Knowing how to care for your system helps maximise its lifespan.

13. Red Flags to Watch Out For

Be cautious if an installer:

- Recommends a system without an energy audit.
- Cannot explain how the system was designed.
- Focuses only on selling equipment.
- Avoids discussing after-sales support.
- Provides no written warranty.
- Uses vague equipment descriptions.
- Pressures you into making an immediate decision.
- Offers unusually low prices without explaining why.
- Has no clear customer service process.

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

14. Frequently Asked Questions

Is it okay to compare multiple quotations?

Yes. Comparing proposals from different installers can help you understand the range of solutions available. However, compare the full scope of work, equipment quality, warranties, and after-sales support—not just the total price.

Should I choose the installer with the lowest price?

Not necessarily. A lower price may reflect smaller batteries, lower-quality equipment, limited engineering, or reduced support. The best value comes from a system that performs reliably over time.

Can I ask for changes to the proposed system?

Absolutely. A professional installer should be willing to discuss alternative options, explain trade-offs, and tailor the design to your needs and budget.

How important is after-sales support?

It is one of the most important factors in a successful solar investment. Even high-quality systems may require maintenance, updates, or technical assistance during their lifespan.

What if I don't understand the technical details?

A reputable installer should explain the system in clear, simple language. If you leave the meeting more confused than when you arrived, ask more questions—or consider another provider.

15. Final Thoughts

Buying solar should never feel like taking a gamble.

The more informed you are, the better your decisions will be.

Before signing any agreement, make sure you understand:

- Your energy needs.
- The proposed system.
- The equipment being supplied.
- The installation process.
- The warranty.
- The level of after-sales support.

Most importantly, choose a company that values long-term relationships rather than one-time sales.

Because the best solar companies don't simply install systems—they remain committed to helping customers enjoy reliable energy for years to come.

About EcoSun Energy Solutions

At EcoSun Energy Solutions, we encourage customers to ask questions before making any decision.

We believe informed customers make better investments, which is why every project begins with a professional energy assessment, transparent recommendations, and honest conversations about what will work best for your property.

Our commitment extends beyond installation. Through dependable technical support, preventive maintenance, and responsive customer service, we continue to support our customers long after their systems have been commissioned.

Our Brand Purpose

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

Whether you're planning solar for your home, business, institution, or community, EcoSun is committed to delivering solutions built on trust, quality, and lasting support.

EcoSun Energy Solutions

Smart Energy for the Way You Live.