

APsystems Policy

Technical Support to Non-Professional Self-Installers and/or Homeowners

It is APsystems' policy to require system installation to be made by a licensed and certified solar installation professional to enable the creation of the homeowner's system account, future troubleshooting and RMAs if needed.

APsystems strongly recommends that its distributor partners and/or resellers **DO NOT** sell directly to DIY (Do It Yourself) Installers/Homeowners for self-installation.

DIY installers/Homeowners, even savvy ones, do not have the same experience with electrical issues, best practices, current codes and safety standards as licensed professionals and any of which, if improperly addressed, **could result in serious damage to person or property.**

Also, issues from a DIY installation could stem from wrong installation design, improper installation, poor cabling, incorrect inverter placement, improper grounding or a number of other factors.

In case our distributors partners and/or resellers do sell directly to DIY Installers/Homeowners for self-installation, they need to ensure 1) creation of the end-user accounts; 2) assistance of a professional installer in case of a technical issue during installation or lifespan of the system.

Only professional installers with a legitimate contractor license number are indeed authorized to help and troubleshoot the system.

We recommend to all DIY Installers/Home-owners who reach out to us to find a qualified solar installer for their installation and troubleshooting for reasons of liability, safety and standards.

And for these same reasons APsystems does not provide DIY Installers/Home-owners with troubleshooting instructions over the phone or email.

In the same way, any homeowner that used a licensed professional installer is also directed back to that installer for support.

In the event where the initial licensed installer is not able to provide adequate support anymore, APsystems recommends that the homeowners contracts a local installation company to service the solar system.

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