# 

**Renewable Energy Consumer Code (RECC) - Faulty Product**

**Summary**: Mr R had a solar PV system installed a few years ago and reported that the system had stopped generating energy. Although an engineer from the company visited and identified a faulty inverter, the company had so far failed to arrange a replacement product under the terms of the warranty. Mr R’s attempts to contact the company by phone and email were unsuccessful.

**Mediation Stage**: The Dispute Resolution Caseworker (Caseworker) assigned to the case identified that as the issue was straightforward, it could be resolved informally and swiftly by contacting the parties. The Caseworker had a discussion with the company, and it appeared that there had been some confusion between the parties and the company were keen to order a replacement product from the manufacturer. The Caseworker updated the consumer and liaised between the parties until a convenient date for delivery and installation of the inverter was arranged.

**Resolution Achieved**: The inverter was delivered by the manufacturer and it was installed by the company shortly after. The solar PV system started generating energy again.

**Mr R’s Feedback**:

"All seems to be working according to the display. Many thanks for this as I do believe this would not have been sorted out without your help so quickly"

You can find more information about the RECC Scheme here - <https://www.tradingstandards.uk/commercial-services/code-sponsors/renewable-energy-consumer-code>

**ENDS**

**Notes for Editors:**

For press queries, email CTSI Press Office: [pressoffice@tsi.org.uk](mailto:pressoffice@tsi.org.uk), or call 01268 582240.

**The Consumer Codes Approval Scheme** is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted.

**Chartered Trading Standards Institute (CTSI)**

The Chartered Trading Standards Institute (CTSI) is a training and membership organisation that has represented the interests of the trading standards profession since 1881, both nationally and internationally. It aims to raise the profile of the profession while working towards a safer, fairer, and better-informed society for consumers and businesses. CTSI’s members deliver frontline trading standards services in local authorities. [www.tradingstandards.uk](http://www.tradingstandards.uk).