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**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, 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.

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