

2025 - SOLAR PANEL - ANNUAL MAINTENANCE
Work Completion Document
TOWYN + KINMEL BAY TOWN Council

CARBON
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Project Details: *Serial Numbers REQUIRED in full on ALL Installations for Warranty Purposes

Kinmel Council
D. Kinnel

LL18 5BB

01745 355899

Assistant @ TRB7C.CO.UK

Operative Checklist: *Please Tick relevant boxes, and X those N/A

☐ Roof Works Completed	☐ Immersion Installed	Any Additional Comments: Solar service. Panel Clean ✓
☐ Electrics Completed	☐ EV Charger Installed	
☐ Battery Completed	☐ Customer Training	
☒ Serial Numbers Recorded	☒ Completion Pictures	
☒ Connected to Internet		

Please ensure site is left tidy and all rubbish (cardboard, cable offcuts, screws etc.) is disposed of

Survey - your feedback, is invaluable to us

How would you rate your experience with the Sales Team, prior to work carried out today?

1 2 3 4 5
Poor Excellent

Would you Recommend us to a friend?

How would you rate your experience with the Project Team, prior to work carried out?

Yes No

1 2 3 4 5
Poor Excellent

How would you rate the Installation Team that carried out your work today?

1 2 3 4 5
Poor Excellent

Earn £150.00 when
you recommend us
to a friend!



By Signing this document, I confirm all work has been completed on time and to a satisfactory level at my property. I now take full ownership of the product and have been shown how it works and operates. I confirm the product delivered is undamaged, and is the correct system ordered. I confirm that Carbon Zero Renewables is not liable for damage that may have been caused while installing the product(s) above, and not liable for any re-decoration. I confirm the item(s) ticked above were provided. I acknowledge all warranty terms, conditions and exceptions. I also confirm that I have been given a comprehensive tutorial on the operation and maintenance of the above installation. By signing this document, we agree to release any outstanding monies due, and any handover documentation will follow post payment within 14 days (Solar PV only). It is solely the customer(s) responsibility to provide a stable internet connection, which are required for all Inverter/Battery Installations. Recommend a Friend scheme only valid if person(s) referred places order.

Customer Name: Katherine Evans

Installer Name: Jack Bennett

Customer Signature: [Signature]

Installer Signature: [Signature]

Date: 11th June

11/6/2025

Dylan Thomas

From: Diane Donaghy
Sent: 12 June 2025 09:00
To: Dylan Thomas
Subject: FW: Solar Service Update

Kind regards
Diane Donaghy

Assistant
Towyn & Kinmel Bay Town Council,
Community Resource Centre
The Square
Off Foryd Road
Kinmel Bay
Conwy
LL18 5BB
Tel: 01745 355899



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From: Natasha Hughes
Sent: 11 June 2025 15:40
To: Diane Donaghy
Subject: Solar Service Update

Hiya Dylan,

I hope you're doing well!

We attended your property this morning to carry out your solar service. While we successfully completed the electrical servicing—your certificate will be sent through shortly—we did run into some challenges while cleaning the panels.

We use a 40ft pole system, which is typically sufficient for thorough cleaning. However, we noticed a significant buildup of bird droppings caused by birds nesting under the panels. This buildup made it difficult

to clean the panels effectively without applying additional pressure, which we avoid to protect the integrity of the system.

Although the panels are noticeably cleaner than before, they're still not up to the standard we aim for.

Our recommendations moving forward:

- **Bird Proofing Option:** If you'd like to address the nesting issue, we recommend installing bird proofing. This will require scaffold access. If you proceed with this, we can both install the proofing and clean the panels during the same visit.
- **Cherry Picker Option:** Alternatively, if you can arrange for a cherry picker on-site, we're happy to return and complete a more thorough clean at no additional charge.

Please note: If a cherry picker is the preferred method for future services, we can incorporate this into your ongoing service plan. However, additional charges would apply to cover access equipment.

Let us know how you'd like to proceed—we're here to help and want to ensure your system performs at its best.

Looking forward to hearing from you!

Should there be anything further I can do to assist, please do not hesitate to let me know.

Kind Regards,

Natasha Hughes
Technical Co-Ordinator
Office: 01492 499005
Mobile: 07598318183

**CARBON
ZERO^R**

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Growing Companies



Domestic, Commercial & Large-Scale Solar PV | EV Charging | Battery Storage | Infrared Heating | Service | Repair | Voltage Optimisation

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