



6 Must ask Questions about Solar

1. How long has your business been serving South Australians?

A : Cool or cosy have been delivering Energy Efficient solutions to home and business owners alike in SA for over 30 years. Unlike many other solar suppliers, Cool or Cosy take a holistic and long term view of the Solar Industry and are here to stay delivering warranties and service you can rely on when you need them!

2. Do you do an in-home Energy Inspection before quoting and installation?

A : Definitely, we are astounded that many companies 'try and sell you' over the phone or internet without taking the time to really understand your needs. At Cool or Cosy we aim to provide a complete seamless service, so we take the time to inspect (sometimes twice) before even asking you to commit to an order. Without a professional inspection the result can often be unforeseen problems and extra costs at the time of installation.

3. How do I know if the equipment you supply is of good quality?

A : Unlike many other 'New' solar businesses, Cool or Cosy has a long standing reputation to uphold, and as a result we cannot afford to install low quality materials. We do very little advertising as the majority of our business is from 'word of mouth' and referral – so providing top quality materials and service is of the utmost importance. We provide full specifications of our Tier-One panels, ensuring you know exactly what you will receive. Our inverters come with a 10 year warranty that you can rely on.

4. Do you have an office in Adelaide and can I see the systems you provide?

A : YES, we have been at our company owned premises in Torrensville for over 20 years and we have all our systems in stock all of the time – we even have a 30Kw system on our own roof that you are welcome to inspect.

5. Do you offer flexible payment terms?

A : YES, some small companies ask for deposits or full payment upfront, and then customers experience long delays to have their system installed. At Cool or Cosy we offer no deposit, with full payment after completion of the installation. We also offer very flexible 'in-house' terms from 12 months to 10 years, where the savings from the system is often greater than the monthly repayments – 'Cash Flow Positive!'

6. How do I know who is installing my Solar system?

A : At Cool or Cosy we employ our own experienced and accredited installation crews. Our people are highly trained and are employed by Cool or Cosy to ensure our high standards of workmanship and service are upheld.



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