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Common TLS
Questions & Answers

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COMMON TLS QUESTIONS & ANSWERS

Are your installers are: full?/part? time employees.

***Company specific answers. Our installation teams are in house, yes.

Are your installers subcontractors?

***At times subcontractors are used for specialized installations.

What is the total number of installs you've completed ?

Company specific answers. On a national level there are dozens of installations, yet as this is a new product, there currently are many projects slated to be installed here over the next few months.

How does the operating equipment work: AKA Inverter?

***Delta M and all inverter technology essentially converts the DC power of a panel into AC power for the home. Warranty is 10 years.



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Is there wi-fi or internet monitoring for individual panels vs entire arrays? panels?

***No, there is no shingle level monitoring. The monitoring can be seen on your phone, desktop & laptop. The monitoring is included and can be transferred to any other property owner if you sell the home.

What is the warranty on workmanship and penetrations, and performance?

***We offer a 25-year warranty on all workmanship/penetrations we make on the project. The system performance is backed up with a Power Production Guarantee as well.

What are the milestone payments for a cash purchase?

*** Company Specific***

Are there financing options?

***Yes there are numerous ways to finance a solar project. Some companies offer long term loans while others offer low interest rates for short term options. Our primary partner is Mosaic with a 5.49% loan over 25 years. You can also select 20, 15, 12, 10 & 5 years for the loan term.

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Are there Incentives/tax breaks?

***Yes, currently there is a 26% Federal tax credit for all residential solar installations. This is a dollar-for-dollar tax credit against money you've paid into the government. It can be spread over a 4-year term.

What happens to electric bills after solar?

***You will continue to get a power bill from the utility. Depending on the offset of the system designed it may only be the customer service fee for maintaining an account or it can have the balance in cost of what the solar power created did not cover.

Maintenance requirements? How long will the system last?

***There are no real maintenance requirements with a solar power system installation. The system has no moving parts unlike other motorized electrical appliances, which means there is less wear and tear. Can there be issues, yes but they are generally minor things that can be resolved quickly and at no cost. The solar can last over 50 years when installed properly.

How much energy can be saved with an installation?

***The amount of energy is going to vary based on the size of a system. It can be designed to save 20, 30, 50 or 100% against the current property usage.

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Do the systems make power on cloudy days?

Yes. The brightness of the sun is what determines the “volume” of power that is created by a solar system. So as long as there is light there will be energy generated.

How long does it take to install a system?

***Generally, the entire process is 60 days. That includes engineering both electrical and structural, site survey and the ordering of the gear. The physical installation can vary based on the size of the system and is usually 2 days or less.

How does adding a solar system affect the resale value of my home?

***Adding solar to a home can increase the monetary value of a home as well as the desirability of that home. There is no exact answer, but it easily gains the value of the system that was installed. Additionally homes with solar energy sell faster and for more money than other homes.



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Will the power company pay me if my system produces more electricity than I use?

***Yes and No. It entirely depends on the utility. For companies that are equal NET Metering they pay consumers in the form of credits being added to your utility account. As your solar “credits” add up they are used to offset what you use from the utility during the night. The “cash” value of solar credits is generally not more than the wholesale rate for power and that is less than the credits.

Does the system work when the power goes out?

***NO. A solar system will not provide power when the grid goes down. To have access to solar power you would need to install a battery system as well.

Does the warranty cover storm damage?

***No. Nothing that would be considered an “Act of God” is included in a warranted item. Warranties only cover the natural functionality of the equipment. Similar to an AC system or a hot water heater.

Do I need to report the system to my homeowner’s insurance company?

***No. You are not required to but it is a good idea to let them know you have installed a solar system and what the value of that system is.

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What if my homeowner's association doesn't allow me to get a solar system?

***In most states the HOA can't stop you from installing solar power. They can object and add some rules as to where the systems can and can't be but they don't have the power to say no.

How much are solar backup battery systems?

***Battery & storage systems vary in price from company to company. They can range from \$12,000 - \$30,000 depending on what you are trying to achieve with your installation.

If I have Solar and the grid goes down, why won't I still have electricity?

***Solar systems generate a great deal of power and that power is not all being used by the property. Some of that power is going out to the grid. So if the grid were down, there would be nowhere for the excess power to go and that would create a fire hazard.

Am I going to make money at the end of the year if my system produces more energy than I used?

***Typically, no. There is no value in a system that overproduces energy in hopes that there might be a check. The power company will only pay the wholesale rate which is lower in comparison to the additional solar power needed for the credit.

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Where are your solar shingles manufactured and assembled?

***All of the GAF Energy TLS products are assembled in the USA.

Does it make sense to go solar if I don't get 100% offset?

***Absolutely! Savings is savings and whether it's 100% of your power or not solar is a great idea for the property.

Can the energy shingles withstand hail?

***Yes. In most cases they can withstand hail up to a small dime size in shape.



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I have a generator. Can I connect to the solar system?

***In most cases yes you can use the generator while you have solar on the home. Be sure to make it clear the generator brand and what it is connected to. When the grid goes down the solar will turn off and your generator can then be turned on.

What is Tier 1 vs Tier 2 with residential solar systems?

***The Tier rating system is based on the size of the project. Tier 1 is anything 11.7kW or smaller Tier 2 is anything larger than 11.7kW and requires enhanced insurance. In most cases it's \$1M of general liability insurance.

If a hurricane comes, will the winds rip the shingles off the roof?

***Systems are installed to meet the strictest hurricane codes in the country and if properly installed they can withstand high winds and bad weather. It is very rare that they ever come off.

What if your company were to go out of business?

***All products installed come with a GAF Energy manufacturer's warranty that will protect the investment if any company goes out of business.

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What happens if lightning strikes my system or the house?

***Any damage caused by lightning will be covered by home insurance. We will simply replace the damaged equipment.

Does your system perform well in the heat?

***Yes. Although electricity doesn't like high temperatures. The systems designers have taken into account the weather for the past 20 years and are designed to perform around any weather.

What is the turnaround time for service if there is a problem?

***Less than 3 days.

If I have a leak in the roof after year 10 and it came from the solar installation, what happens?

***The solar installation has a full 25 years warranty for service, parts & labor. Even a leak in 10 years would be covered.

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Will you quote the complete and final price up front?

***Yes, the final price is given up front and it is all inclusive of the full turnkey installation.

What are the Wind/Hurricane ratings of solar installations?

***Every area of the state has a different “wind load” rating and all installations are designed to meet each area's needs. Whether the home is near the coast or interior to the state, every install will meet the local code requirements.

Does the position of my roof affect efficiency?

***Yes, the direction of a roof makes a difference in how much energy a solar system can make. Generally, the south, east & west are the best directions for solar power generation.

How does financing work?

***Solar loans are split into two parts. 30% is the tax credit and that is deferred out for 16-18 months. 70% is the NET investment and the monthly payments are based on the term associated along with the interest.

Are there any prepayment penalties for paying off the loan?

***No, none of the lenders we work with have any penalties for paying the loan off early.

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How do you determine how much solar is needed?

***The amount of solar needed is based on the kWh (kilowatt hour) of energy used each month at a property. We calculate the total annual usage and design the system to meet or exceed that number when the roof allows it.

