



Welcome to ProLite Energy Systems



Preparing the way for a brighter future

**Unit 11 Ashton Gate
Ashton Road
Romford
Essex
RM3 8UF**

Telephone : 01708 344839
Freephone call centre : 0800 195 6610
Facsimile : 01708 342066

Email : proliteenergysystems@gmail.com
Web : www.proliteenergysystems.com
Web : www.proliteenergysystems.org



Company Overview & History

Prolite Energy Systems is a brand name owned by Micro Advanced Renewable Technology Consultants Limited, namely; (M-ART Consultants Limited) the brand is proudly associated with Quality, Assurance and Customer Care, the way one would expect a highly reputed and respected Company to be.

We are a family owned Business and the Company is run with extremely high standards and ethics. We have a workforce of thirty six staff and together we are big enough to carry out the largest of projects in an efficient and professional manner, but small enough to care about all our valued clients.

The Limited Company was founded in 2003 by Martin Fellerman, who previously traded as a Sole Trader with the highest integrity. Martin has a long standing reputation in the Renewable Energy Industry and has worked with Companies, who have brought a good product to the public, but provided inadequately bad installations along with very poor customer care. Dissatisfied with the former, Martin's goal from the outset was to build a professional business name that people could trust, depend and rely on. The goal has been achieved with Prolite Energy Systems. The business now enjoys a substantial Client base of satisfied Customers, who independently recommend the business services to their family and friends, which is why 25% of new business now comes from Customer personal referrals.

Prolite Energy Systems install the very latest technology has to offer and is currently available. We believe your Investment should be protected against breakdown for many years, which is why only the very best equipment meets the stringently strict standards the Company demands. The Company does not claim to be the cheapest, simply because only the best equipment is used and high end equipment costs more to manufacture. In a market place riddled with different quality equipment from all around the world, the Customer is faced with a minefield of facts and information when embarking on research in favour of an investment into renewable energy. Therefore, customers can be assured that the Company will provide them with the utmost in terms of quality and honesty when putting their trust in Prolite Energy Systems.

The products offered are manufactured to last with a guarantee that reflects the quality. Tested independently and certified to German DIN STANDARDS, KEY MARK STANDARDS, BS EN ISO 9001-2000 STANDARDS & MCS STANDARDS, they will provide free energy all year round and not just on hot sunny days.

The Company offers free consultation, as there are a lot of people who would like to understand if renewable energy will work for them, but do not know who to trust. A trained advisor will visit your home to assess the suitability of the property and answer your questions, plus provide a price for installation, if required. If it is considered that renewable energy will be of no or little benefit to you, then that advice will be forthcoming. There is no obligation with this service to you.

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Meet The Home Team



Martin Fellerman
Managing Director

Lynn Fellerman
Financial Director



Dave Fellerman
Design & Technical Manager

Kelly Fellerman
Internal Marketing Manager



David Skolfield
National Field Marketing Manager

Carol Paternott
Accounts & Credit Control



Mark Blackburn
Surveyor & Installation Manager

Chris Georgiou
Warehouse Control & Maintenance Manager



Joanna Bailey
Admin & Telecommunications

Keith Chambers
PR Manager & website design



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Our Awards & Certification

APPROVED INSTALLER
MCS NAPIT

Certificate of Approval
Certificate Number: NA7125467112

Installation Company: **M-ART Consultants Ltd T/a Prolite Energy Systems**
Address: Unit 11 Ashton Gate, Ashton Road, Romford, Essex, RM3 8UF

This is to certify that the above company has been successfully assessed against the requirements of the Microgeneration Certification Scheme Installation Standard MCS201 and the technology standards indicated on the scope below, and is therefore approved to undertake the supply, design, installation, test to work, commissioning and handover of the following micro-generation technologies:

SCOPE OF APPROVAL			
Installation Standard	Technology	Date of Approval	Date of Expiry
MCS 2001	Solar Heating Systems	02.07.2010	01.07.2012
MCS 2002	Solar Photovoltaic (PV) Systems	02.07.2010	01.07.2012

Approved Data can be obtained from microgenerationcertification.org.uk

Signed: [Signature] Director / Scheme Manager on behalf of MCS/T Certification Limited
Date of Issue: 26th July 2011

NAPIT Certification Ltd
Unit 11, 17th Floor
Pinnacle Park Business Park
Warrington
North Cheshire, M50 2PL
Tel: 01925 543 038
Fax: 01925 543 032
www.napitcertification.org.uk

The total amount of modules installed in the Scheme Total may not be more than 1000000 Watts
This is a self-declaration of compliance with the MCS standards and is not a guarantee of performance. The MCS standards are subject to change and the MCS standards may be updated without notice.

UKAS
4935

SOLAR TRADE ASSOCIATION

MEMBERSHIP CERTIFICATE
JANUARY – DECEMBER 2012

This certificate certifies that

M-art Consultants Ltd t/a Prolite Energy Systems
of
Unit 11 Ashton Gate, Ashton Road, Romford, RM3 8UF

is a member of the

Solar Trade Association

Chairman [Signature]
Interim Chief Executive [Signature]

Membership Number: 00034691
Valid from: 1st January 2012 – 31st December 2012

www.solar-trade.org.uk

Registered FAIRTRADES

This is to certify that

M-ART CONSULTANTS LTD

has been successfully vetted and is a Registered Member, subject to the Terms and Conditions of the Customer Charter.

6TH MARCH 2008

This Company has been a registered member since 2008

Chief Executive [Signature] Membership Number 520343

assured advice

REAL Assurance Scheme
for the supply of renewable and micro heat and power generators to domestic consumers.

We hereby certify that:

M-art Consultants Ltd T/a Prolite Energy Systems

of
Unit 11 Ashton Gate, Ashton Road, Romford, Essex, RM3 8UF

has been accepted as a member of the Scheme in respect of any of the following types of generator:

- Solar pv (electricity)
- Solar thermal heating

Members of the Scheme agree to abide by the Consumer Code and may use this symbol

REAL
RENEWABLE ENERGY ASSURANCE LIMITED

Valid From: 01 January 2012
Valid To: 31 December 2012

Issued on behalf of: Renewable Energy Assurance Ltd
Signed on behalf of: M-art Consultants Ltd T/a Prolite Energy Systems
by its authorised signatory: Lynn Felkeman

iwa.biz
INDEPENDENT WARRANTY

Lifetime Membership Certificate

This is to Certify that

M-ART CONSULTANTS LTD

has been accepted as a member of the Scheme

dated **06th May 2009**

Membership Number **MET..04.00**

Authorised Signatory [Signature]

FOR THE FULL CHECK BEFORE YOU BUY, GO TO: www.iwa.biz

LIFETIME MEMBERSHIP CERTIFICATE

iwa.biz
INDEPENDENT WARRANTY

Customer Care MERIT AWARD

THIS IS TO CERTIFY

that following our recent installation quality survey

M-ART CONSULTANTS LTD

obtained a **100%** customer satisfaction rating. This high percentage figure entitles the above company to display this certificate of merit for twelve months from the date shown.

It demonstrates that the company is meeting the high quality standards set by Independent Warranty.

AWARDED ON THIS DAY
29th November 2011

AUTHORISED BY [Signature]

INDEPENDENT WARRANTY
28 Belling Road, Romford, Essex, RM3 8UF
Telephone: 01474 604511
www.iwa.biz

Prolite Energy Systems have earned certification of many institutes and organisations. We are proud to display the following important bodies to whom we are associated with. Up to date certificates are displayed on our web site or available on request.

When considering having any work carried out on your property, you should be 100% confident, that the Company you choose to place the order with has a long and trustworthy trading record and has been trading for a number of years with a history of happy and satisfied customers. Your investment has to last for many years, so you should feel confident, if you need to contact the Company for any reason, they will still be there to assist and help you.

The trade bodies we are members of are there for you to contact. They constantly monitor our performance, trading ethics and customer satisfaction. We would suggest you call them to verify who we are and to prove there is no chequered trading history, we are dedicated in looking after you and your interests. Regular checking of what we do is there for your peace of mind, so you can be 100% satisfied when you place your order with Prolite Energy Systems, we are there to serve you and remove any stress and concerns surrounding the technology you are installing.

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Company Credentials



MICROGENERATION CERTIFICATION SCHEME is the quality control system which ensures we work to strict quality control standards and adhere to an ethical code of conduct. When using a MCS installer you can be confident of their past, present and future professionalisms.



TRUST MARK is an independent governing body established in 1998 to ensure a good code of honour and work ethics are maintained between purchaser and the chosen industry supplier.



SOLAR TRADE ASSOCIATION has been recognised as the leading authority and controls reputable and sustainable suppliers. They were established in 1978. Our membership means that our installations are randomly checked and assessed without notice or choice.



INDEPENDENT WARRANTIES are independent insurers who have meticulously scrutinised the Member Companies products and ethics, only then are Independent Warranties prepared to underwrite the longevity of the Company and equipment.



FAIRTRADES has been the endorsement for any top quality home improvement company since 1983. Membership for us means we are rigorously screened throughout the year for quality and ethical practices.



GAS SAFE registration for the installation of thermal solar systems is not a trade requirement. However, we understand it is a recognised industry standard and we embrace its significant value. We insist that our technicians have this qualification to ensure customer satisfaction. Gas Safe replaced CORGI Registration in 2009.



KEY MARK is an internationally awarded accreditation only earned by the highest quality of solar equipment available. The ProLite Energy Systems product range are completely certified by this body in Germany, Austria, China and Italy.



BRITISH PLUMBING EMPLOYERS COUNCIL regulates, checks and updates all of qualified thermal solar installers. Any changes to legislation are passed on and immediately implemented on installations.



THE REA was established in 2001. A non-profitable trade association, to represent British renewable energy producers and promote the use of renewable energy in the UK. The REA endeavours to achieve the right regulatory framework for renewables to deliver an increasing contribution to the UK's electricity, heat and transport needs.



THE CARBON TRUST is the governing body responsible for reducing the carbon footprint of industry & businesses. To qualify as a member the technology used has to be proven to make considerable savings to the consumer.



RENEWABLE ENERGY ASSOCIATION LTD regulates the code of conduct we proudly adhere to and lays down the guidelines for ethical trading.

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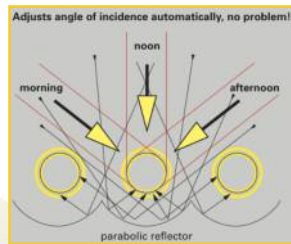
Thermal Solar, and Central Heating Assist



Prolite Energy Systems first launched their own brand of Thermal Solar way back in 2003, a very innovative spin on what was already accepted as standard Thermal Solar.

There are two main types of solar water heating panels; evacuated tubes, and flat plate collectors. Both can be retro fitted on to the roof tiles or integrated into the roof, if the construction of the roof will allow.

Solar water heating systems use solar panels, more commonly known as collectors, fitted to the roof. These collect heat from the sun and use it to heat up water, which is stored in a hot water cylinder. A boiler or immersion heater is used as back up if required to heat the water further so it can reach the desired temperature on duller darker days.



Evacuated tube panels can also be configured to provide a good Winter contribution to heating your home as well as the supply of hot water. The advantage of evacuated tubes is their ability to provide performance from the collection of light from the Sun, rather than just the heat. Hotter days produce more production because the sun is brighter and the rays more intense. Also during the Summer period, the Earth is closer to the Sun so more radiation is available for collection and conversion into heat.



A selected spatter coating within the sealed vacuum is the key to the success. When the coating absorbs the UV rays from the Sun, it generates its own heat via a chemical reaction, this heat is then used to heat the fluid within the tubes and in turn is transported to a heat exchanger for the transference of heat to the water system.

A 360 degree parabolic reflector enables the entire surface area of the tube to track the path of the Sun, this enables heat production from dawn to dusk when fitted to a South facing roof. An East / West system can be fitted if there is no South facing elevation.



We designed the system using the best components available. From the most productive all year round evacuated tube panels. State of the art one piece flexible stainless steel high pressure pipe. State of the art automated electronic controllers, motorised valves, brass screw fittings, long lasting low cost running branded pumps and high performance solar heat transfer fluid. All this is linked to a high production custom built hot water storage cylinder incorporating our very own patented finned solar coil with a Prolite Energy Systems Heat Dome.

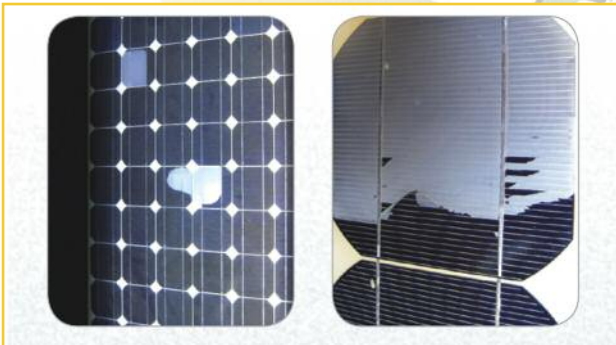
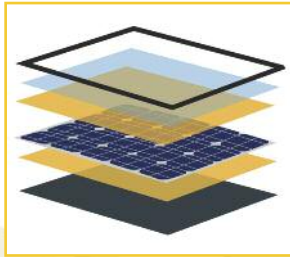
Our systems integrate with the central heating circuit to provide solar background heat assistance to the radiator system.

Our system is unique, covered by patents, and licenced to Prolite Energy Systems alone in the UK.



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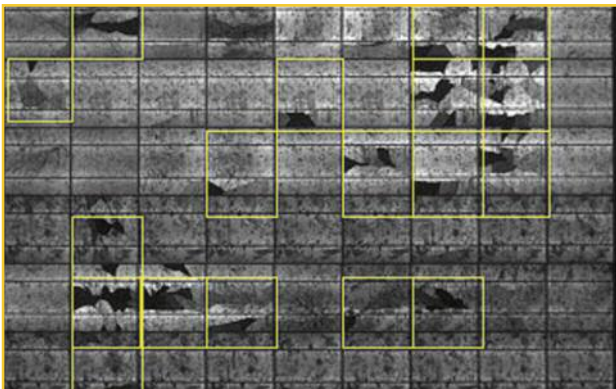
Photovoltaic Solar (PV)



Magnified 'A' grade cell after 10 years of production.



Magnified 'C' grade cell after 10 years of production.



The purest form of silicon cell is monocrystalline. This cell is less susceptible to micro cracks, causing less cell degeneration over a period of time. The wafer of silicon is taken from the pure crystal to form a cell leaving the off cuts of silicon, which can be bonded together to create polycrystalline, another form of cell used in Polycrystalline panels

Prolite Energy Systems have chosen to only supply and install the purest form of monocrystalline panel, because although the market for polycrystalline panels is popular, we believe monocrystalline panels offer better value for money over the long term, despite the initial cost of material being higher. All panels including monocrystalline are tested and checked for micro cracks at manufacturing stage, and graded 'A', 'B' or 'C' grade. Lesser grades will be determined by the cell showing more micro cracks. Micro cracks are a 'weak link' and will kick start early deterioration of the cell.

Due to forced competition within the industry, the market is currently importing a lot of cheap equipment with quality issues. Prolite Energy Systems have chosen to only supply and install 'A' grade cells which meet our strict criteria. This is why we offer a fully comprehensive ten year guarantee.

Photovoltaics are best known as a method for generating electric power by using solar cells to convert energy from the sun into a flow of electrons. The photovoltaic effect refers to photons of light exciting electrons into a higher state of energy, allowing them to act as charge carriers for electric current.

Solar cells produce direct current electricity by collecting the energy from day light, which can be used to power equipment or to recharge a battery. Today the majority of photovoltaic modules are used for grid connected power generation. In this case an inverter is required to convert the DC to AC.

Photovoltaic power generation employs solar panels composed of a number of solar cells containing a photovoltaic material. Materials presently used for photovoltaics include monocrystalline silicon, polycrystalline silicon, amorphous silicon. Due to the growing demand for renewable energy sources, the manufacturing of solar cells and photovoltaic arrays has advanced considerably in recent years.

Cells require protection from the environment and are usually packaged tightly behind a glass sheet. When more power is required than a single cell can deliver, cells are electrically connected together to form photovoltaic modules, or solar panels. A single module is enough to power an emergency telephone, but for a house or a power plant the modules must be arranged in multiples as arrays.

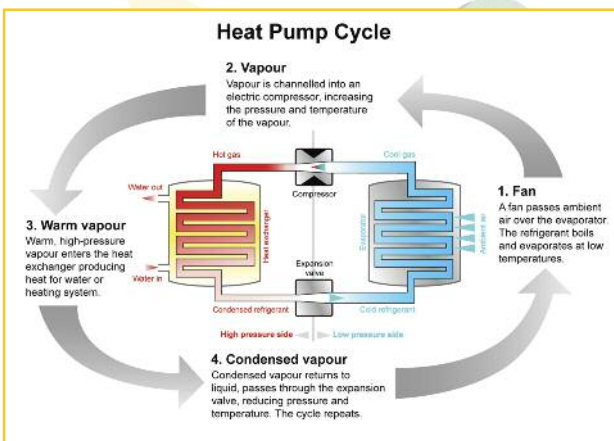
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Air to Water Heat Pumps



A High Temperature air source heat pump is a split system with one part placed outside a property, which takes heat from the air and boosts it to a higher temperature using a heat pump. This heat is then used to heat radiators, underfloor heating systems or even warm air convectors and hot water in your home. The pump needs electricity to run, but uses less electrical energy than the heat it produces.

Air source heat pumps (ASHP) look similar to air-conditioning units, but are less disruptive to install. The main components of an ASHP is a heat exchanger, a compressor and something to transfer the heat into a hot water tank or heating system, such as radiators or an underfloor heating system.



The unit itself works on pressurising refrigerant to create a heat output. Imagine a refrigerator but working backwards. Air source heat pumps use electrical current to power a compressor that forces gaseous refrigerant through small holes to create heat. This heat is transferred to your heating system and it is this cycle which makes air source heat pumps so efficient.

The latest type of ASHP systems fitted by Prolite Energy Systems, produce a higher temperature than previous technology did, so it is not necessary to fit oversize radiators as is the case with many cheaper systems currently on the market.



Single Outdoor Unit



Indoor Unit

The Prolite Energy Systems ASHP can save you more on your heating bills and running costs when fitted in conjunction with our Photovoltaic system. Obviously a well-insulated house is essential to best optimise the heat generated by your ASHP, otherwise the heat the pump is generating escapes more easily.

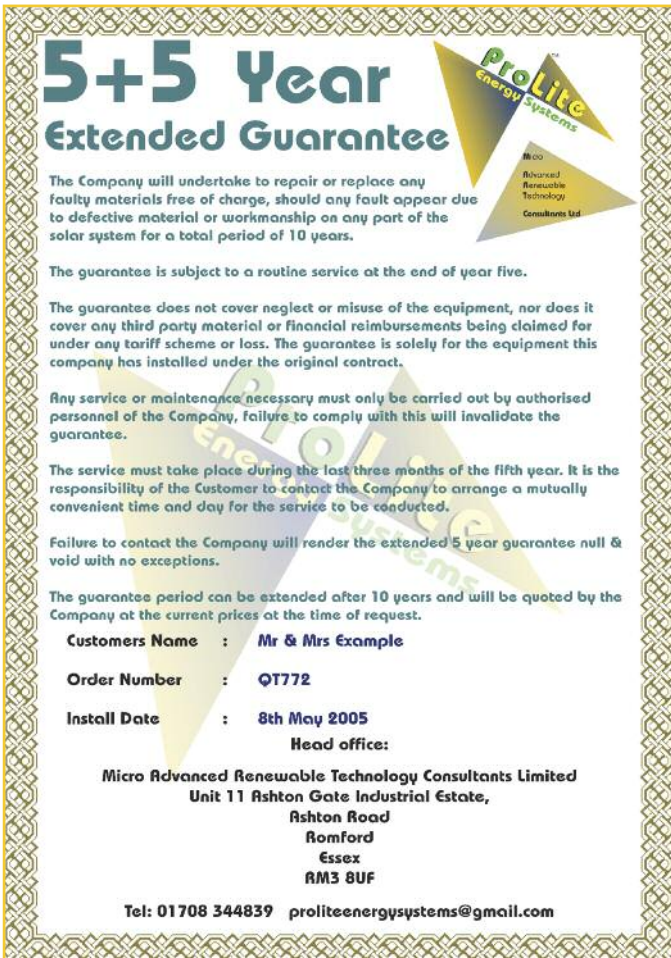


Once in place, the heat pump should require little to no maintenance. Heat pumps will qualify for the Renewable Heat Incentive (RHI), a government scheme that pays homeowners for generating renewable heat.

How much money you will save on your heating bills depends on whether the system is the right size, installed correctly and used correctly by householders. Prolite Energy Systems understand that with all new technology there is going to be a transitional period of adapting to anything new, so we will happily talk you through and offer ongoing advice when needed, until you are comfortable with your new investment.

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Guarantee & Warranty



5+5 Year Extended Guarantee

The Company will undertake to repair or replace any faulty materials free of charge, should any fault appear due to defective material or workmanship on any part of the solar system for a total period of 10 years.

The guarantee is subject to a routine service at the end of year five.

The guarantee does not cover neglect or misuse of the equipment, nor does it cover any third party material or financial reimbursements being claimed for under any tariff scheme or loss. The guarantee is solely for the equipment this company has installed under the original contract.

Any service or maintenance necessary must only be carried out by authorised personnel of the Company, failure to comply with this will invalidate the guarantee.

The service must take place during the last three months of the fifth year. It is the responsibility of the Customer to contact the Company to arrange a mutually convenient time and day for the service to be conducted.

Failure to contact the Company will render the extended 5 year guarantee null & void with no exceptions.

The guarantee period can be extended after 10 years and will be quoted by the Company at the current prices at the time of request.

Customers Name : Mr & Mrs Example

Order Number : Q772

Install Date : 8th May 2005

Head office:
Micro Advanced Renewable Technology Consultants Limited
Unit 11 Ashton Gate Industrial Estate,
Ashton Road
Romford
Essex
RM3 8UF

Tel: 01708 344839 proliteenergysystems@gmail.com



iwa.biz INDEPENDENT WARRANTY

elite insurance company ltd

Certificate Number: EI/50/0059436

Deposit Value Protection for contracts upto £50,000

Underwritten by Elite Insurance Company Limited

Bathrooms **Exter-** **Roofing**
Bedrooms **itions** **Roofline**
Car Ports **Roof & Wall Coatings**
Cladding **Soffits**
Conservat **Solar Systems**
Dow **Water Purification Systems**
 Wooden Outbuildings

TO BE: _____

This is a providing certificate.

DEFINITE

CUSTOMER: **peace of mind with comprehensive cover**

DEPOSIT PAID: _____

DATE DEPOSIT PAID: _____

IWA MEMBER: _____

DEPOSIT VALUE: _____

The Deposit Value of the contract which the Customer to IWA, discretion and provision once the extension has been accepted by IWA 'authorised' compensation. The insurance does not cover any prior agreement or oral by any party and it is not valid.

Customer Signature: _____

PLEASE REGISTER THE INSURANCE CONTRACT, AND AFTER PAYMENT INSIDE ALONG WITH A COPY OF SAW WITHIN 30 DAYS OF COMPLETION RELATING TO THIS CERTIFICATE. Signature Below is Confirmation of _____

From Independent Warranty

iwa.biz INDEPENDENT WARRANTY

Elite Insurance Company Limited - Authorised

Elite Insurance Company Limited is registered in Gibraltar No. 91111

Licensed by the Commissioner of Gibraltar under the Insurance Companies Act 1987 to Carry On Insurance Business Authorised by the Financial Services Authority under their passporting arrangements. Authorised number 446926.

The Guarantee we issue to our customers, is an inclusive total cover for all the equipment installed under the contract, for a total period of ten years. This gives you complete peace of mind and reassurance that the equipment we fit is the highest quality end of the market.

There are no exclusions to this, except in certain circumstances where you may have fitted a battery wireless monitoring device incorporated in some of our systems. The only thing we ask you to do, is to replace the battery when necessary, this maybe once each year.

We ask you to contact us in the final quarter of the five year term, to run a diagnostic check on the installation to make certain everything is running as it should be. This service will automatically validate the second phase of the ten year cover.

A further extended warranty for an additional five years or more, may be purchased towards the end of the ten year term. Prices for this will be made available to you on request at the end of the ten year period.

For your further peace of mind and protection, we supply you with an insurance backed warranty by Independent Warranty Assurance, one of the leading insurers in the home improvements industry.

This warranty is a dual purpose policy. Firstly it covers and protects your initial deposit you have made to the Company, secondly it protects the installation by mirroring our own ten year cover. In the unlikely event, ProLite Energy Systems stops trading for any reason whatsoever, IWA Biz will continue to take care of your equipment in the unlikely case of a breakdown.

The unique cover on this policy is for systems installed up to a contractual installation price of £50,000.

This policy is purchased for you by us. There are no annual conditions and nothing to pay each year. We have purchased and validated this policy for you when you become one of our valued customers. All you will have to do, is send the activation sheet back to IWA on completion of your installation.

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Installation Procedure

From the moment you place your order ProLite Energy Systems are working for you, we will take care of all aspects of the installation for you. We will deliver and install a system you will be proud to own so you can pass on the benefit of ownership to everyone you know.

- Step 1 Your order will be registered on our system and you will be sent a letter of confirmation.
- Step 2 It will be necessary to arrange a technical survey prior to installation. You will be contacted by our survey department within 7 days of placing your order to arrange a mutually convenient time and day for your technical survey to take place. In some cases an EPC (Energy Performance Certificate) may be required for your home, again we will take care of organising this for you but you may receive a telephone call for the EPC officer to visit you for a second survey.
- Step 3 The technical surveyor will look at all aspects of your installation and will need access to all relevant areas like boiler room, loft space, airing cupboard consumer board etc to overcome any difficulties we may face during the installation. During this visit you are welcome to raise any technical questions you may have. You may be asked to clear certain site areas to avoid installation problems. Please allow up to 1 hour for the survey.
- Step 4 Your bespoke system will now be tailored to suit your installation.
- Step 5 You will be contacted by our installation department to arrange a day to commence the installation. A normal installation could take 3-4 days. However, you will be kept informed at all times.
- Step 6 On completion of the installation you will be shown the controls of your system and provided you are completely satisfied, you will be asked to sign off our satisfaction form to confirm you are happy with the quality and workmanship of your installation. You will then be asked to pay any outstanding balance of the contract.
- Step 7 On clearance of your final balance, your ProLite Energy Systems guarantee will be posted to you. You will also need to send off your 10 year insurance backed warranty along with a copy of the purchase contract. **Please do not forget to do this as it is very important to ensure your investment is registered fully protected.**



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Customer Testimonials

We are immensely proud of our Customer comments and would like to share a handful with you.

Robert [REDACTED]
Essex
CM22 [REDACTED]

Martin Sellerman
Prolite Energy Systems
Unit 33 Sheridan Close
Romford
Essex
RM3 7EX

24 September 2009

Dear Mr Sellerman

Re: Laurels, Sawbridgeworth Road - Solar Panels - Order No DS844

Further to the installation of the panels for our heating and hot water I thought it would be appropriate to drop you a line of thanks.

I work in the construction industry and it is a rare pleasure to come across a company such as yours with a thorough and consistent professional approach and attitude. From our initial meeting we were given clear simple answers to our questions, had the system and installation explained clearly and simply and finally not pressurised into an immediate sign up with discounts and promises.

We have been thinking for a long time about using solar energy and are very pleased we finally decided to use your company. The actual installation was very quick and your workman extremely polite and non-intrusive. Once everything had been installed all was explained and we received your follow up call shortly after to ensure everything was ok.

We have noticed the additional hot water immediately, and it's great to think when we use it that it's coming from the sky above. We very much enjoyed contacting our gas supplier to tell him that we are going to reduce our monthly payments 'instantly' by two thirds

Once again thank you for everything so far and if you need to reassure anyone who is thinking about having it done please do not hesitate to contact us

Yours sincerely

Robert

Mr and Mrs [REDACTED]
Kent
[REDACTED]

4th January 2010

Recipient Name
ProLite Energy Systems
Unit 33 Sheridan Close
Romford
Essex
RM3 7EX

Dear Mr Fellerman,

As it has now been four months we just wanted to say how pleased we are with the system so far. Our water is always very hot and the boiler only comes on to send the water around the radiators then seems to go off for many hours hence the lower bills from our electric and gas supplier as below.

We had our first bill in December and we could see a saving by 50% on the Gas and 10% on the Electric although we did not expect to see much saving as the weather was still warm. Also the Electric supplier has cut our monthly amount from £120 per month to £95 per month. Gas so far has stayed the same but we did have credit with the Gas Supplier and in time I expect will show a reduction on our monthly payments.

Only time over the winter month will give us a better picture but of course over the next nine months this will be even better

Please see the enclosed "Performance Record Form" completed as you requested from September to December.

We are very sorry that people who have asked us questions and then we have referred to you have not taken up there offers but I hope with time and seeing our saving this will reverse and they will be in contact with you again.

Thank you.

Yours Sincerely,

Heather and Douglas [REDACTED]

[REDACTED]
NR17 [REDACTED]

25 April 2011

Dear Mr Fellerman,

To begin at the beginning! Somewhere in July 2010, a professional brochure arrived on the doormat of our 5 bedroom detached house: Prolite Energy and if we were interested in Solar Panels?

Yes, thank you very much! So we filled in the slip, sent it off and only a few days later there was the phone call to make an appointment.

A member of the marketing team visited us; well informed, well documented and probably most importantly, well mannered.

We discussed the different possibilities without the feeling being pushed into something we did not want. Finally we decided upon having both solar panels and hot water tubes.

During the Autumn half term, exactly on the dot, the scaffolding team arrived and they finished a neat job in no time.

The next day "The Team" arrived, again on the negotiated time. The next two days they worked, barely noticeable, almost non-stop, to get the job done. For us it was a most pleasant experience. The workers were well mannered, good humoured and they explained every new step on their way to completion. At the end of each working day they got the Hoover out and the place was left in an immaculate state.

When we came back home after work the following Monday the scaffolders had taken their construction down and apart from the panels on the roof and the tubes on the garage you wouldn't have known that any building work had been going on. That is to say: a notice board was left behind with Prolite's name and our customer number on it; this all a part of the transaction.

Since the 28th of October we are Solar Panel geeks! Every day we recorded how much we had made and although it wasn't a lot those first months (snow already in November, the panels covered in a blanket of about 20 cm!) we knew that we had done something good! Lowering our carbon foot-print is one side of it but also setting the right example for our up growing teenagers is I think invaluable.

We have just made the first 1000KWh! We hardly use the immersion to heat up the water. We wash up and have hot(!) baths with water heated by our tubes. We keep walking up and down to check the meter (50 in the tubes 47.5 in the tank!) Two more families in our village have decided to make the step and as a part of our agreement we have received a handsome amount of money for our efforts to get people Solar Panel crazy. We are sure that more people will follow as soon as we have our annual results. It is beyond doubt that Solar Panels and Hot Water Tubes are the way forward and we are very proud that we have let Prolite Energy do the job for us.

With regards,
Cor and Julie [REDACTED]

[REDACTED]
Cambridge
CB [REDACTED]

5th September 2011

Dear Mr Skolfield

I am conscious that as part of the contract between us (order number DS873) we committed to sending you two letters, some temperature figures and displaying an advertising board for 3 months.

I can only apologise for the delay in getting the letters to you. However, the board was not removed until today so hopefully the additional advertising compensates slightly for that delay.

As you will see from the attached record sheet our figure recording went a little awry. I have taken a copy of the sheet and we will endeavour to record November and December of this year so that you have an accurate log albeit covering two years.

Writing the letters has been a very easy job as the fitting was carried out to a high standard, the after care referred to was genuine and we are very happy with the performance of the system. We really have appreciated free hot water!

As we discussed at the time we met, I am very happy to stand by our testimonial as being a genuine account of our experience but I would be grateful if you would blank out our address and surname before displaying the letters. I have no issue with being identified as Jillian from Cambridge .

Many thanks for your assistance in helping us decide to install solar panels.

Yours sincerely

Jillian [REDACTED]

Preparing the way for a brighter future

In the interests of privacy and the data protection act, we have obscured our Customers contact details.

Customer Testimonials Continued

Email: [REDACTED]

Maldstone

Prolite Energy
Unit 11
Ashton gate
Ashton Road
Romford
Essex RM3 8UF

8th December 2011

Dear Martin

Now that our solar panels have been in place for four months we would like to tell you how pleased we are with their performance. In November we received a cheque for almost £500.00 - very helpful with Christmas approaching and a good return on our investment. There have been no problems with the panels or the hot water supply.

About a month after the work was done we noticed that a tile had slipped from the roof under the panels and pointing had come out from the rear of the roof ridge. I contacted your firm expecting you to claim that this could not have been because of the fitting of the solar panels but the result of storms or wind. To my surprise a date was immediately fixed for the repairs to be carried out and there have been no further problems.

Thank you very much for your excellent service.

Yours sincerely

Valeria M. Grainger *Hugh B. Grainger*

Valeria and Hugh Grainger

Subject: SOLAR Installation; Ref HL905

From: Phil & Linda Grace

To: info@prolitemenergysystems.com;

Date: Friday, 20 January 2012, 20:39

Dear Sirs,

I must apologise not writing to as set out in the terms of the contract. However, soon after the installation my wife underwent surgery for cancer, followed by radiotherapy. As you can imagine my attention has been elsewhere. However, I would like to comments as follows:

- Installation: I cannot praise the installation team enough. They arrived on the date promised and carried out the smoothly and efficiently. The inside work was carried out without any major disruption and at the conclusion of the installation they explained the relevant items very clearly. I would also say that the sub-contractors who erected and dismantled the scaffolding were also courteous and efficient.
- Monitoring: I have not been able to record performance on the forms that you supplied. I may be able to do that later this spring. However, I have been keeping an eye on the OWL meter and have been extremely pleased with the systems operation. The panels face roughly SSE but it is noticeable that even on winter mornings if the sky is clear electricity is generated as soon as the sun is high enough. (We benefit for not being overlooked - having a "clear horizon" to the east!). I anticipated that performance would fall off during the afternoon, as the sun progressed westwards however, I am pleased with how long electricity is generated, even in winter when the sun is low.
- Performance:
FIT Payments: The setting up of arrangements for collection of FIT payments went well. Although I was slightly "bemused" by the fact that the first generation meter reading was queried and I was asked to submit a photograph of the meter. We have received two payments as follows:

o Date: 19/7/2011	Meter Reading: 1875	Payment: £723
o Date: 18/10/2011	Meter Reading: 2994	Payment: £501

We have just submitted our third quarter reading of 3437 which we estimate should result in a payment of around £443

Overall I would like to say that although I am presently unable to provide detailed meter readings I am extremely pleased with the performance of the system and would not hesitate to recommend you - although I am unsure as to how your business will be coping with the cut in FIT levels.

Yours Faithfully

PH Grace

Norfolk

02/02/2012

Prolite Energy Systems
Ashton Road
Romford
Essex
RM3 8UF

Ref SP950

Dear Sir,

Your company recently completed the installation of my solar panel electric generating system.

The team was two men on day one (19/01/2012) - one started the support framework on the roof, while his mate started the installation of the inverter and support switches in the attic.

Both men were courteous and respectful to both my wife and I and our property. They insisted on removing their shoes when entering the house.

They arrived early on day one and continued working until darkness curtailed their efforts, the day was cold but dry, for which I'm sure they were grateful for.

Day two saw the team double in size and they arrived with light rain falling and again cold. The roof team continued with the construction of the support frame work and then installed the PV panels. The other two lads split up: one installed the switching gear in the garage which is where the meters are, while the other continued with the installation of the inverter, switches and DC cables in the loft.

The work was completed by mid-afternoon and I was given a tour of the installation and walked through the operation of the system.

In all I would have to say that the installation was carried out very professional and efficiently, the team showed due respect at all times and left the house and outside area clean and tidy.

I would have no reservations in recommending both the team and the company to any who enquired.

Yours faithfully,

A J Nicol

A J Nicol

Derek & Wedad Cox

PB

Prolite Energy Systems
Unit 11 Ashton Gate
Ashton Road
Romford
Essex RM3 8UF

1st March 2012

Dear Sirs

Solar System Ref HL2075

Just a quick note to confirm that all appears to be well with the new system and the meter red light continues to wink to order during the day! (Reading this a.m. 8.2)

The scaffolding was removed as agreed yesterday and everything was left neat and tidy and to our full satisfaction.

I would just like to add a word of commendation re the expertise, conduct and courtesy of the three members of the installation team - Ian and Craig on both days and Matt on the Tuesday. Nothing was too much trouble for them and they even, kindly, took the top off a shrub at the corner of the house which had got totally out of hand. (I'm not as keen on ladders as I used to be!)

The scaffolding team of three were equally pleasant and courteous but I assumed these were contractors? Anyway, well done to all and I will be in touch. Thank you.

Yours truly

Derek A Cox

Derek A Cox

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The Marketing Promotion

- By owning one of our systems, you will gain first hand experience of how we as a Company perform, before and during the installation. In order to help spread our good reputation for quality and Customer care, we ask you to share your experience amongst the people you know should you be asked. We offer an ongoing incentive to you as our way of saying thank you for your order and your ongoing support.
- We ask you to monitor the performance of your system for a period of four months and log the results on the form we supply for you. This way we can continue to build an extensive data base of how each type and size of system performs in different areas the Country.
- We ask you to send us 2 testimonial letters informing us what you think of us, your system and what your savings are. One letter we ask for immediately after the installation, simply informing us of your first impressions, plus a second letter after you have lived with the technology for six months.
- In some cases we ask to put a board outside your property for three months to raise awareness of Prolite Energy Systems and promote how you have reduced your carbon footprint. Our telephone number is on the board should anyone want to know more from us directly.
- We ask if you would mind if we take photographs of your property before and after the installation, so we can continue to build a photographic record of every installation we have carried out.
- If during future discussions with the people you know, you find people who wish to talk to us also, we ask you to make a personal recommendation to us using our referral card system, then post it to us. We will pay you for these recommendations for as long as you want to continue recommending us.
- We will not give out your address or your phone number, or show strangers around your home.

Referral Card



Date _____

Please contact _____

Address _____

Tel _____

I WISH TO CLAIM MY £45 IF THE ABOVE REFERRAL QUALIFIES FOR AN APPOINTMENT AND SURVEY FOR PROLITE ENERGY SYSTEMS. SHOULD THE ABOVE WISH TO HAVE A SYSTEM INSTALLED, I FURTHER CLAIM MY INSTALLATION BONUS.

THIS IS MY NUMBER _____ INSTALLATION.

Name _____

Address _____

Tel _____

£500

Please Note Conditions: This promotional offer is on a first come first served basis, your claim must be validated by returning one of these slips to the company prior to survey. This promotional offer is not applicable to systems installed under the Free Loan Scheme.



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- ★ THIS PROPERTY HAS TAKEN ADVANTAGE OF INSTALLATION SCHEMES.

www.proliteenergysystems.com

Site Board

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