

ALL YOU NEED TO KNOW ABOUT THE SMART SOLAR SERVICE

1. Personalised Preliminary Study

No-obligation visit and the undertaking of a personalised preliminary study of the installation of the solution, so you will know whether it is an efficient alternative in your particular case.

2. Installation design

It is now possible to connect the photovoltaic solar installation to your own usage installation, which is a more interesting solution than feeding the energy into the grid. Iberdrola will work on the most appropriate design to save energy by consuming directly from the installation itself and we will analyse all available options, such as storage equipment to also enjoy solar energy at night in the event of a power cut in the distribution grid.

3. Installation, legalisation and start-up

We offer a turnkey service: we will take care of everything so that you do not have to worry. Iberdrola will supply the equipment and ensure that the installation work is performed to the highest standards of quality. We will also help you with the processing of the licences and authorisations needed to build and start up your installation solution.

4. Help with the processing of subsidies

We will inform you of the current subsidies you can benefit from, both from state bodies (IDAE) and from regional institutions.

And you will not have to worry about submission deadlines because Iberdrola will inform you of the subsidies available at any given time.

5. Maintenance

We will check your installation on an annual basis, including the condition of all the components (inverter, protections, connections, anchors...) to ensure optimal operation and an appropriate and constant energy production level over time.

Also, in the event of a breakdown, all you have to do is call 900 22 45 22 to obtain the required technical assistance, and we will manage the equipment warranties with the manufacturer.

6. Web services

We offer an online service for viewing, monitoring and controlling the installation. You can check production and usage data in real time, as well as historical data, and programme the periods and the battery charge level if you choose this storage equipment.

7. 24-hour hotline

You can call 900 22 45 22 to make any enquiry related to the service, as well as report incidents related to the installation.

8. Advice on insurance

It is always advisable to insure the photovoltaic installation against weather events such as hail or atmospheric discharges, as well as against theft or third-party damage. Iberdrola will provide advice on the insurance that best suits your needs.