



PUT YOUR SOLAR IN SAFE HANDS

SERVICING | CLEANING | MAINTENANCE



WWW.BEBA-ENERGY.CO.UK

PROTECT YOUR ROI AND MAINTAIN EFFICIENCY WITH EXPERT SERVICING FROM BEBA ENERGY

BeBa Energy UK are leading energy specialists. We provide cutting edge renewable energy solutions with a strong focus on long term preventative, reactive and pro-active maintenance, with the aim to help you get the best return on your investment.

Solar PV systems are an incredible source of renewable energy, but in order for them to work efficiently they need regular maintenance and care. Too many businesses don't get the returns they expect because their system is becoming less effective over time and they were told at the sales stage that solar was a maintenance free technology. That's where we come in.

We've developed service, operations and preventative maintenance plans to ensure the long term reliability and performance of your Solar PV systems. We currently have over 350 commercial sites under our careful watch, a figure that's growing rapidly as we not only deploy more systems, but adopt systems that have been abandoned by other installers mainly due to market conditions. This equates to £100 million of solar assets under management.

We know that all businesses have different requirements and budgets, so we tailor our service to you. Our three service plans cover everything from the essentials, keeping your solar running smoothly and safely, right up to a premier plan that offers real time monitoring and support.

BeBa Essential

Our reactive Essential Plan is everything you need to keep your solar running, current and compliant. You'll get included a full annual service and access to our technical helpline for faults and any advice. Thereafter if you have a fault we will charge you our call out fee and competitive commercial rates to come and fix your system on an ad hoc basis. *With this plan you will monitor your own system for faults.*

BeBa Essential Plus

Our reactive Essential Plus service plan takes the service level one step further, with greater peace of mind that your investment is fully supported all year round. This plan includes all the benefits of the Essential Plan but with one call out** free of charge per year in the event of faults or technical issues, as well as access to our faster parts replacement plan. *With this plan you will monitor your own system for faults.*

BeBa Premier

Our pro-active Premier Service Plan places the onus on BeBa to run, condition, monitor and optimise your Solar PV system all year round. We do this using a real time online remote monitoring portal which, if not already installed, can be retrofitted to your existing system. With the Premier Plan you enjoy all the benefits of the other plans but *we watch your system daily and will react to faults* whilst you concentrate on more important matters. For an optional cost we can also fully insure your system with our full operational insurance* used by over 250 of our existing customers.

* Applies to Remotely Monitored sites only *

** Call out = 1 man on site for 2 hours labour only

Monitoring can usually be installed for approximately £1500

'Many installers call solar a 'fit and forget technology' - this is clearly not true, as we have seen many unmaintained systems installed by others, underperforming and in seriously dangerous states'.

- Darren Oliver Technical Director



SERVICE PLANS

Service	Essential Service	Essential + Service	Premier Service
Pro-active maintenance – We watch your system			✓
Re-Active Maintenance and support – You watch your system	✓	✓	✓
Annual on-site system service and condition check	✓	✓	✓
Access to our technical and commercial helpline	✓	✓	✓
Fault Assistance - Triage via telephone assistance	✓	✓	✓
Professional technical support	✓	✓	✓
Recorded site service history via Case CRM	✓	✓	✓
Compliance to most basic property insurance requirements	✓	✓	✓
One free of charge call out per year **		✓	✓
Systematic management of faults and repairs		✓	✓
Daily online system monitoring by BeBa office			✓
48 hour response time from notification of a fault			✓
Production loss alert – via BeBa Faults email			✓
Access to stock of faster replacements components			✓
Error analysis and diagnostic assistance where required			✓
Monthly yield check (with other local sites)			✓
Annual Yield comparison (with other local sites)			✓
Administration of customer’s warranties (where possible)			✓
Assistance with OFGEM site investigations			✓
Grounds maintenance			Optional
Comprehensive Solar insurance - Property, Yield and loss – to see policy details please call the office***			Optional

Options for quarterly payments by standing order can be applied on both our Premier and Premier Plus services subject to systems over 100kWp

PREVENTATIVE MAINTENANCE

We don't just fix problems when they occur, we help to prevent them from happening in the first place, reducing the overall running cost. Your solar panels could be working at a vastly reduced capacity without you even knowing, and when a problem does occur it's often too late and the net effect is the replacement of expensive equipment that could have been avoided. We carry out annual maintenance in order to reduce the possible downtime of your system, and minimise the cost of repairs caused by many types of underlying conditions. The benefits of real time condition monitoring are enormous to clients. From these full live data sets, information can be used to maximise your ROI as well as to being able to spot underlying faults that could lead to unnecessary expensive down time.

REPAIRS

Our experienced team of service engineers and technicians are trained to carry out complete system overhauls, as well as fault detection and repairs. BeBa Energy have been operating in the sector for over 8 years, and we've gained the trust and business of many customers who have been the subject of poor installation and service from other providers.

APPROVED SERVICE PARTNERS

BeBa Energy are one of the most trusted solar installers in the UK and we have partnership agreements with a number of leading manufacturers of solar equipment and components. We stock high end service replacement inverters for many types of systems, and have a wide range of alternative and replacement parts to ensure a fast and effective repair.

OUR PARTNERS



POWERING YOUR FUTURE



SOLAR PANEL CLEANING

Keeping your solar panels clean is imperative to ensuring that you maximise the performance of your system. At BeBa we have invested in professional long reach, rotating head equipment to offer the best cleaning service for your solar panels. The system uses only deionised water (as recommended by panel manufacturers) pumped to the rotating brush head, to give exceptional cleaning power. With the long-reach pole system most roofs can be cleaned safely from an appropriate working platform. This ensures that the Working at Height Regulations are complied with, protecting both our workforce, your system and you.

*See image on right for example of site during cleaning

REQUIREMENTS FOR SOLAR PANEL CLEANING

In order to clean your solar PV system effectively, we must ensure the following:

- There is good access to the site and you can provide a suitable lifter/ telehandler and man cage to allow safe access to the roof eaves or above.
- Panels will be washed from the front of the building upwards. Sites without clear access will require special access arrangements to maintain a high standard of health and safety (this may be at an additional cost). We can clean a maximum of 10 meters up from the eaves however panels need to be uniformly spaced with gaps not exceeding 20mm apart.
- There is a good water supply to site within 50m of panels.
- There is a 240V AC power supply within 50m of the panels.
- Price assumes standard cleaning process with deionised water and one clean only.
- Price based upon 260 watt or 1m x 1.6m module size.

Please call us on 01442 220100 for more information or to discuss your requirements



OVER 350 SITES ALREADY IN LONG TERM MAINTENANCE PLANS



We operate throughout the UK. If you know somebody with solar in an area where we operate, ask them about BeBa. If they know us, we're confident they'd recommend us.

OUR CUSTOMERS



WOULD RECOMMEND US

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