

Trading Standards Scam Alert

Be Aware of Solar Panel Health Checks

Addiscombe residents have reported receiving a flyer in the form of a loose (no envelope) letter through their door, apparently from a company offering free solar panel health checks and servicing.

The letter states that their 'records indicate that you have not received your free health check and service ...' then continuing '..and your warranty may be due to expire.' However, while the letter shows the recipients address, the resident's name is not given.

The recipients checked on-line and found a fraud alert warning <https://www.solar-trade.org.uk/urgent-fraud-alert>

They advise anyone receiving offers of 'free solar health checks' to:

- Ignore the letter completely
- If worried, contact your original installer or an MCS-accredited installer that is also a member of RECC or HIES for advice
- Report the incident to the Citizen's Advice Consumer Service on 0345 04 05 06