

## Registration Certificate

Please check the information is correct on the certificate and keep this in a safe place. You will need this in case you need to contact us. If you have any amendments then please email [info@flexi-orb.com](mailto:info@flexi-orb.com) quoting your certificate number and installation address along with itemising the amendments.

### Certificate number

**FLEXI-31977383622**

### Installation details

#### Installer name

Wagner Renewables Ltd

#### Installation address

5 Foxholme Close, Summersdale Road, Chichester, West sussex, PO196EW

### Completed Installation date

02/08/2019

### Product information

#### Product

Solar PV

#### Manufacturer

Shanghai JA Solar Tech

#### System size (kW)

1.30

#### Installers estimated annual generation (kWh)

1469.00

### Insurance backed guarantee (IBG)

#### Insurance provider

GDGC

#### Length of insurance policy

2 Year(s)

#### Consumer code

HIES

#### Certification body

NAPIT

Please contact the insurance provider to confirm the validity of the IBG.

## Consumer Charter Guide

This guide is designed to help you navigate your way through any potential questions or issues you may experience throughout your guarantee period.

The table below details who to contact depending on your query.

What is your question?	Who do I contact?
I haven't received my Insurance Backed Guarantee?	Please contact the Insurance Provider named on the front of your certificate
I haven't received by building control regulations certificate?	Please contact the installer's <b>Certification Body</b> (named overleaf). If you are still unsatisfied, then please contact <b>Flexi-Orb</b> .
I have a problem with my installation	<p>Please contact the installer in the first instance. If you are unsatisfied with their response then please contact:</p> <ul style="list-style-type: none"> <li>• the Certification Body (named overleaf) if it's a technical installation problem;</li> <li>• the Consumer Code (named overleaf) if the installer is not dealing with your query; OR</li> <li>• the Manufacturer (named overleaf) if its to do with the product not functioning</li> </ul> <p>If you are still unsatisfied after the above, please contact Flexi-Orb.</p>
I have a problem or dispute with the conduct of the installer	Please contact the installer's <b>Consumer Code</b> (named overleaf). If you are still unsatisfied, then please contact <b>Flexi-Orb</b> .
I believe I have been mis-sold	Please contact <b>Flexi-Orb</b> .
My installer has ceased to trade and I have a problem with the installation	Please contact the <b>Insurance Provider</b> named on the front of your certificate.