

APsystems policy regarding Non-Professional Self-Installers

APsystems requires system installation by a licensed and certified solar installation professional to enable the creation of the homeowner's system account and for future troubleshooting and RMAs. If you are considering APsystems for self-install, please be aware that APsystems requires system owners to use a licensed and certified solar installation professional for their solar installation. The APsystems website and product installation manuals cite this requirement in multiple locations and authorized APsystems distributors are aware of this requirement.

Non-professional DIY installers, even savvy ones, do not have the same experience with electrical issues, best practices, current codes and safety standards as licensed professionals and any of which, if improperly addressed, could result in serious damage to person or property. APsystems frequently sees issues stemming from improper installations by non-professional DIY installers.

Only professional installers with a legitimate contractor license number are indeed authorized to help and troubleshoot the system.

We recommend to all DIY Installers/Home-owners who reach out to us to find a qualified solar installer for their installation and troubleshooting for reasons of liability, safety and standards.

And for these same reasons APsystems does not provide DIY Installers/Home-owners with troubleshooting instructions over the phone or email.

In the event where the initial licensed installer is not able to provide adequate support anymore, APsystems recommends that the homeowners contracts a local installation company to service the solar system.

APsystems