

InstaGen 45: Customer Guide to Recording and Registering an Installation

Introduction

Welcome to the official customer guide for InstaGen Solar PV systems approved under the ECO4 Innovation Measure 036. This guide provides clear and compliant instructions for understanding, installing, and registering InstaGen 45% innovation uplift systems.

InstaGen 45 features:

- **MCS-certified monocrystalline panels** with **integrated Tigo optimisers**.
 - **Optimised panel performance** in shaded or faulted conditions.
 - **Advanced safety features** including automatic panel-level DC shutdown (PV switch off).
 - **Cloud Connect Unit (CCA) & TAP** for remote monitoring.
 - **25-year manufacturer warranty** covering the entire system including all connections.
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Required Documentation for 45% ECO4 Uplift

To qualify for the substantial innovation measure uplift, the following records must be provided:

1. Warranty Documentation

- a. A full system warranty registered to the ECO household address.
- b. Coverage for a minimum of 25 years including all component connections.

2. System Capacity Documentation

- a. Document showing total kWp installed and the basis of system size.

3. Installation Photographs

Every photograph must include **date stamps and GPS coordinates**, which can be imbedded using geo-tagging software such as **Solocator**.

- a. Pre, mid, and post-installation photos.
- b. At least one wide-angle photo of the entire property showing the installed panels from ground-level is required. If a ground-level photograph showing the property and installed panels cannot be obtained, an alternative wide-angle photo taken from the rooftop that clearly shows the installed panels may be used instead.
- c. Photos of the back of each solar module, ensuring a clear image of the unique serial number for every panel installed. In addition, at least one photo must

clearly record the silver InstaGen manufacturer's label, displaying the model, make and serial number (see examples - 'Image 1' and 'Image 2').

4. MCS Certification

- a. Issued to the property where the system is installed.

5. Internet/Data Plan

- a. Where a broadband connection is unavailable, a 10-year data plan via installer-supplied mobile dongle must be included at no cost to the resident.

6. Hologram Verification and Photographs

- a. Affix the label securely to the CCA/TAP device or inverter to ensure it remains visible and intact.
- b. Photos of i) the unique hologram sticker showing QR code in sharp focus, and ii) taken from further away to show the label and the components it is affixed to within the system context.

7. Customer Labelling and Photograph

- a. A photograph showing a label on system components explaining support services and contact information on how to access these.

8. Monitoring Guide

- a. A guide must be included in the handover documents to help users connect to the monitoring system.

9. Monitoring Portal Screenshots

- a. Installers are required to capture a 'System View' screenshot from the Tigo Energy monitoring platform, clearly showing the property address and connected modules. (see example - 'Image 3').
- b. The screenshot must confirm active internet connectivity to the Tigo system for real-time monitoring functionality. This is found on the 'Info' section of the Tigo Energy monitoring platform. (see example - 'Image 4').
- c. Additionally, a screenshot from the InstaGen installation record portal must show that optimisers and panels are correctly registered and the CCA/TAP configuration has been completed. (see example - 'Image 5').

System Registration Process

1. Installer Access

- o InstaGen portal for warranty registration is provided to each installer, for the InstaGen installation record portal and subsequent warranty approval.

2. Submitting Installation Records

- All required evidence must be submitted, including model, wattage, number of units, hologram ID, and CCA/TAP serial number.

3. Tigo Monitoring ID

- Enter the Tigo ID retrieved from the Info tab of the Tigo platform.

4. Internet Connectivity

- Specify whether customer's own WiFi or the 10-year data dongle is being used.

Important Reminders

- Only InstaGen-certified systems with Tigo optimisers and CCA/TAP devices are eligible.
- Ensure all photos are clear, GPS-tagged, and date-stamped.
- Do not reuse verification hologram labels. Each is assigned to one unique installation.
- Keep a copy of all documentation submitted.

Customer Support

If you need assistance:

- **Visit:** <https://www.instagroup.co.uk/we-supply/our-network/technical-support/>
- **Email:** productsupply@instagroup.co.uk
- **Call:** 01189 328811 (Option 2)

This document replaces the previous InstaGen 45 Innovation Guide and is compliant with IM036 requirements. Please ensure all guidance is followed to maintain eligibility for the 45% ECO4 uplift.

Image 1: Reference Point 3 (c)

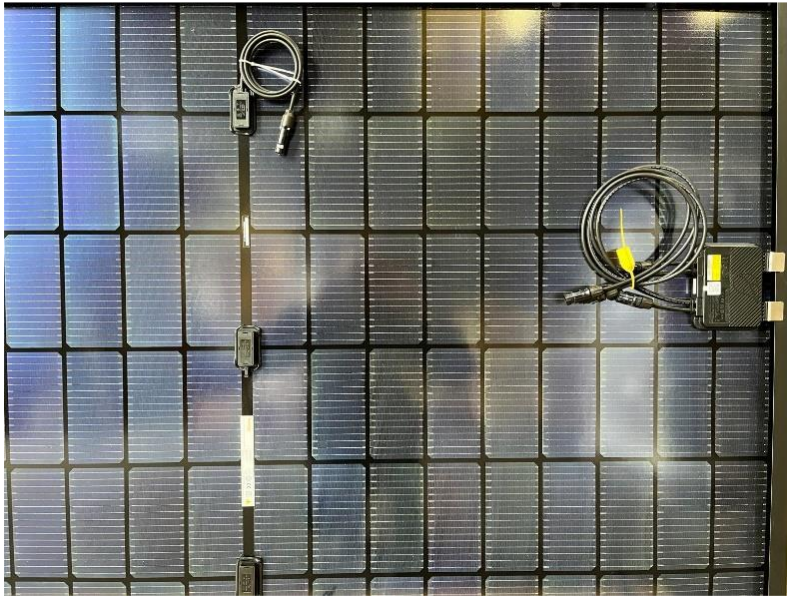


Image 2: Reference Point 3 (c)

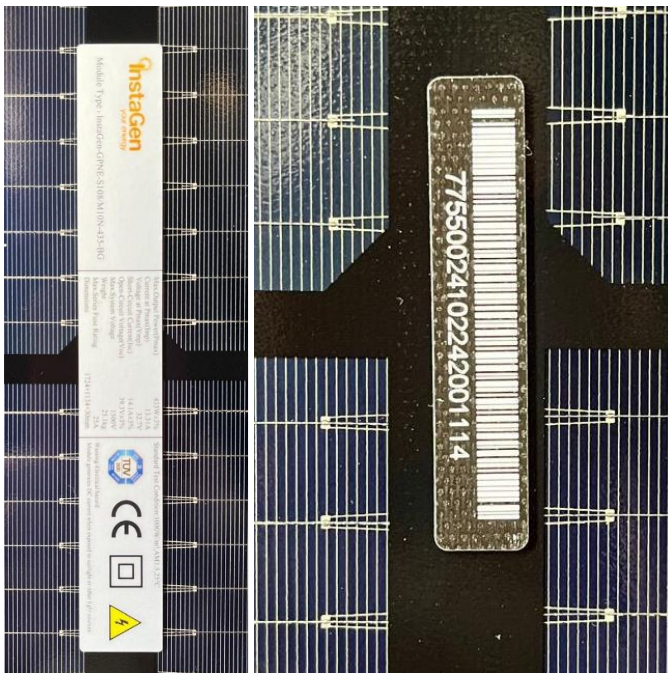


Image 3: Reference Point 9 (a)

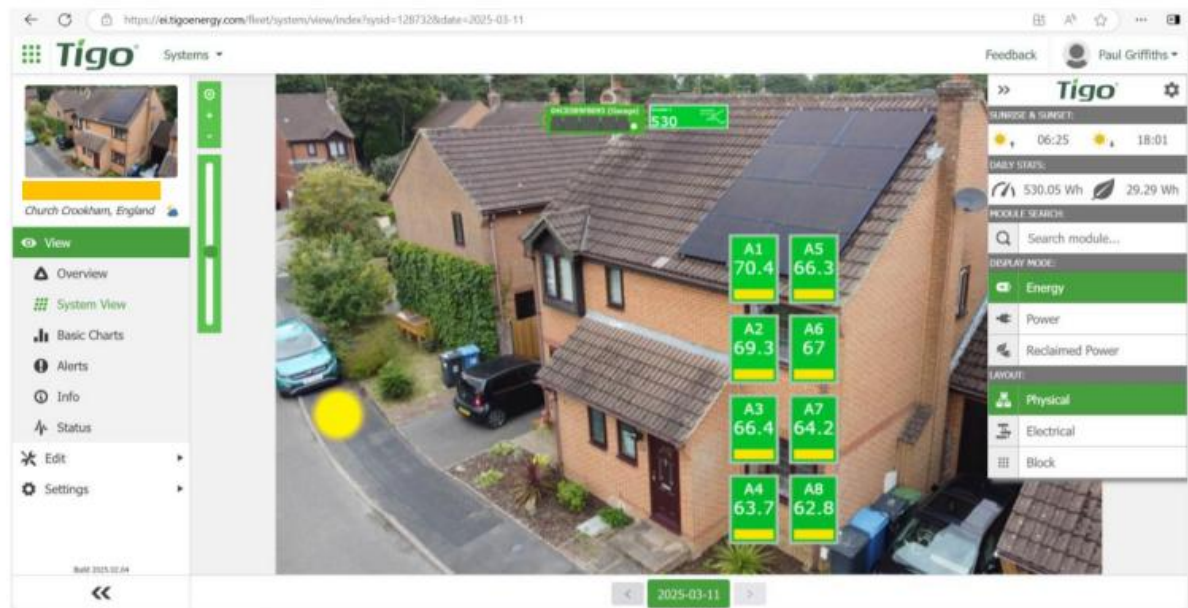


Image 4: Reference Point 9 (b)

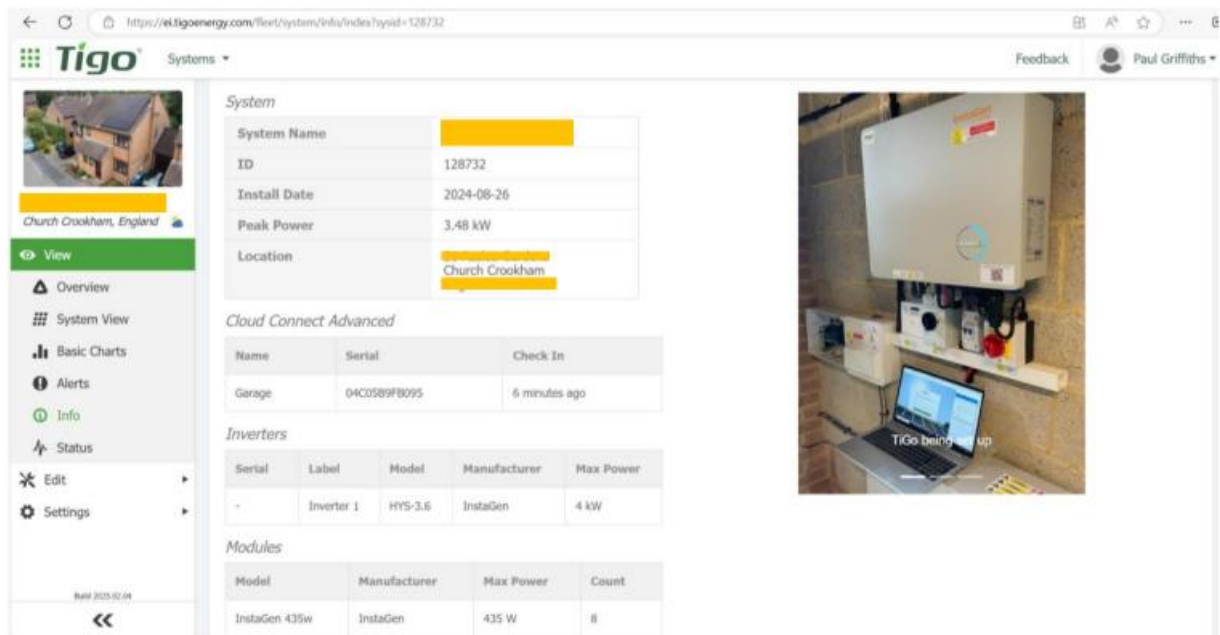


Image 5: Reference Point 9 (c)

Please enter your product serial number

dd/mm/yyyy

Product Quantity *

Enter quantity of panels (Minimum 4)

Installer Company Name *

Type your company name here

Documentation

Proof of Purchase



Upload your receipt or proof of purchase
PDF, JPEG, PNG, or GIF (max 5MB)

Choose File

Register Warranty