

Renewables Installer Finder

Go to [How to submit a review of your installer instructions](#)

Go to [How to update a review of your installer instructions](#)

Go to [Tips to write a great review](#)

Go to [Examples of good reviews](#)

How to submit a review of your installer

1. Go on the Renewables Installer Finder tool using this link: <https://rif.est.org.uk>.
2. Click on the link 'Click here to submit ratings and reviews' at the top of the screen.
3. Either choose 'I am a new user' and complete the registration form, or if you are already registered, choose 'I am already registered' and enter your login details.
4. This takes you to your Installer reviews page.
5. You now need to search for your installer by clicking on the 'Search my Installer' button.
6. Enter the name of your installer in the search bar of the tool.
7. On the result map, click on the pin representing your installer (a pop up window will open with the installer's details).
8. Click on the 'Review this installer' button.
9. Leave your review:
 - a. Choose the technology they have installed for you, enter your MCS certificate number for the installation, enter the date the system was commissioned (i.e. the date when your installer completed the installation), then enter your Home Energy Scotland Renewables Loan scheme reference number if you are a loan customer.
 - b. Rate your installer by clicking on the stars.
 - c. Leave a comment; it is the most valuable to other customers. See below for [tips](#) on how to write a great review and [examples](#) of good reviews.
 - d. Read the disclaimers before ticking the box agreeing to the terms and conditions of use of the tool.
 - e. Click the 'Submit review' button.

Please note that it may take a few seconds to react, and you might not see the turning arrow on your browser but please wait (you might want to scroll up the page).
10. Log out using the link at the top of the screen.

Need any assistance? Email RenewablesInstallerFinder@est.org.uk

How to update a review of your installer

11. Go on the Renewables Installer Finder tool using this link: <https://rif.est.org.uk>.
12. Click on the link 'Click here to submit ratings and reviews' at the top of the screen.
13. Choose 'I am already registered' and enter your login details.
14. This takes you to your Installer reviews page.
15. Find the review you wish to update and then press the button "Edit Review".
16. Amend your rating and/or comments section as you like. See below for [tips](#) on how to write a great review and [examples](#) of good reviews.
17. Read the disclaimers before ticking the box agreeing to the terms and conditions of use of the tool.
18. Click the 'Submit updated review' button.

Please note that it may take a few seconds to react, and you might not see the turning arrow on your browser but please wait (you might want to scroll up the page).

19. Log out using the link at the top of the screen.

Need any assistance? Email RenewablesInstallerFinder@est.org.uk

Tips to write a great review

- **Be honest, stay unbiased:** please share your sincere opinion, whether positive or negative, about the performance of the installer and the quality of their services. We (the Energy Saving Trust) do not check, pre-moderate or approve reviews before they appear in the tool, neither will we remove reviews simply because another user disagrees with them.

However submitting a review shouldn't be used as a platform to make a formal complaint, this should be dealt with by contacting your installer directly.

Note: Submitting a review of your installer is a requirement under the Home Energy Scotland renewables loan scheme, but the content of your review will have no bearing whatsoever on your eligibility for scheme.

- **Speak from your experience:** other customers want to hear about your experience, not second-hand information, rumours or quotes from others in your review. You could explain why you may have had your specific experience, and make it clear that this is what happened with you, and that other people's experiences may be different.
- **Include relevant details and the "why":** your review should be relevant to the installers you are reviewing and the services they provided, to the technology/product installed as well as your experience. Take the time to explain why your experience was positive or negative.

- **Be specific:** Descriptions of the process from start to end can be very useful in knowing what to expect. Was the company punctual, polite and professional? Did they explain things clearly and answer your questions? Was the work done within the expected timeframes and manner? Did you feel fully advised on your new renewables system and the warranties, insurance and maintenance plans you would need to know about for the future? All of these points may be of interest to other customers.
- **Write something that isn't too short or too long:** The ideal length is 75 to 200 words.

Examples of good reviews:

Examples below are existing reviews taken from the Renewables Installer Finder. These are only here to provide you with some guidance. You don't have to be as lengthy as some of the reviews below. The important thing is to include the information that is relevant to your experience and for you to stay honest, to make sure your review is useful to others.

"We had looked at all the different types of renewable heating systems, then making the decision to go with Air Source Heat Pump system. The only company in this area that was totally up front on the performance, cost of the system and was absolutely professional in its approach was XXX. After we got really informative guidance from them regarding the HESR loan and it was duly received we gave them the go head. To our amazement within a few days of giving them the order to start, the system was up and running. Two employees installed it, worked late each night to get it finished. Totally professional and even cleaned up after themselves even asking for the Hoover! Linked into the system a solar panel was installed giving the benefit of the sun's heat in the summer months. To date we have had no problems, the performance of the system is better than our expectations. The total experience was unique and went like clockwork. A 5 star service from a 5 star company..."

"My initial dealings with the company were very positive, I spoke to X who was very informative and was extremely helpful and has continued to be throughout this process. The workmen are for the most part tidy and efficient tidying any mess, unfortunately we can't control the weather and living in Scotland we are prone to lots of rain which does hamper the installation so it was very frustrating when it had been or started to rain when the panels were meant to be installed as you knew there would be no progress that day and the installation would be held up further. I would say that my own personal experience with Mr X who owns the company has not been so great and this is purely due to lack of communication on his part but I most definitely cannot fault his employees."

"We have been very happy with this company. Their customer service has been fantastic (particularly our contact X) and they have responded promptly to our queries. The fan has been making more of a noise than we expected, but they have checked it and put some lubricant on it, and will be monitoring it to ensure it's tip top for the future - we have every confidence it will work well. We did have some issues with our builder - in that he didn't understand the idea of ASHPs - so they talked him through it (although it was a bit of a struggle!). Highly recommend getting your builder and the renewables company to talk to one another and put everything down in writing from the start - agreeing who does electrical bits and digs trench for the pipe etc. etc. All in all very happy and looking forward to benefitting from the ASHP. It should save us a lot of money and kind to the environment too!"

“The team were very helpful, friendly and efficient. Throughout they have been able to explain the system the installation and other requirements and included a visit to see a working biomass boiler prior to order. While the real test of system performance will come in the winter months I am content with the work so far and their willingness to install in a way that suits my home and requirements for personal maintenance and fuelling of the system.”

“I am extremely satisfied with the installer; they were recommended to me and would in turn recommend them to anyone. The owner Mr X was knowledgeable and helped me with sound advice. The three installers are a credit to themselves and an asset to their company. I am an engineer and they left a neat and tidy job everything worked and the electrician took the time to explain the workings of the PV system. [...]

Thanks for a sound job and I wish all contractors were as easy and efficient to deal with.”

“Company were helpful and promised a lot prior to entering contract. The first heat pump model they sold to us (and what attracted us to the company) was exchanged to another model for technical reasons quite late in the project. We accepted this on the basis of their advice. Technical support on UFH heating (supply only) was generally OK. Delivered heat pump, but wrong tank, tank replaced, Installation instructions for our plumbing / electrical prior to commissioning were confusing and contradictory and in places wrong. Technical support did, however clear up issues. One wrong thermostat delivered. Communication generally poor, informed us of delayed installation only after being pressed a few days before planned schedule. Slow to respond to emails and queries, even if highlighted as urgent, polite but generally did not apologise for inconvenience caused by delays or lack of communication. System awaits commissioning, am apprehensive about performance on track record so far. “

“Excellent customer service from the beginning, all the workmen were a pleasure to have in my home, there was no mess left and they turned up first thing every morning for the 2 1/2 days it took them to install the whole system, would highly recommend to anyone looking to have this type of heating installed. We have gone from 3 storage heaters in a 3 bed house that had a stifling dry heat early morning and through the day to being chilly from early evening to 9 slimline radiators with ASHP that give a constant comfortable heat in less three days. I wish we had been aware of this long before now.”