



## Post Hurricane Ian Solar Pool System Homeowner Tips

In light of recent events in South Florida with Hurricane Ian, we thought it would be a good time to provide some helpful tips for homeowners whose homes, roofs or solar pool heating systems have been effected by the hurricane.

As a homeowner it is important to have a checklist of things to consider or do if you have damage or are filing an insurance claim for your home or roof.

While there are many solar pool heating systems that withstood the high winds of Hurricane Ian, some did not. In other cases the pool heating system remained intact but the roof suffered enough damage to require replacement. Before we dive into the checklist of things to do, let's break this down into the possible scenarios so you can determine which path you need to take.

### WARRANTY

First, let's start with UMA/Magen Eco Energy Solar Pool System/Collector Warranty. Your manufacturer's warranty applies to an issues caused as a result of a manufacturing defect. Since a hurricane or high winds are not a manufacturer's defect, any damage to your collectors is not covered by your (7-12) year manufacturer warranty. That being said, most of the time the system can be filed with your homeowner's insurance and be added to your roofing claim.

### SYSTEM SHUT OFF

In almost all cases, it is important to shut off the water flow to your system, this can be done by turning the ball valve in the PVC pipes that run up to your roof. First, the pump should be shut off and the system should be drained first. Once drained the isolation valves should be shut.

### SEALING ATTACHMENT POINTS

If collectors were raised from the roof, in your yard, or any of the collector attachments were removed in any way, it is important that your solar installer or roofing contractor seal any exposed roof penetrations properly to avoid water ingress into the home. We recommend having a solar installer handle this as opposed to any homeowner's getting on their roof and locating penetration points.

### TAKE PICTURES

If the Damage to the collectors is OBVIOUS to you at first sight and you do not feel that it can be reinstalled and functional, then please be sure to take pictures of any collector damage for your records. This will be useful if you plan to replace the system with a new one or plan to file a homeowner's insurance claim.

**DISCLAIMER:** In no way will UMA be involved in any insurance claim as we are the manufacturer. The purpose of the radio show and blog post is to simply provide some helpful tips for solar pool heating system owners who experienced damage post hurricane.

**STAY STRONG**



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### CONTACT SOLAR INSTALLER

If you are unsure if the collectors are salvageable and can be reinstalled and the system will be fully functional, then **BEFORE** you have the roofing contractor remove anything or file a roofing claim.

Please contact your Local Solar Installation Company for assistance.

They will send out someone to assess the damage, take pictures for you and provide you a written assessment of the damage with an estimate for Removal of any existing collectors, replacement or service to any collectors or cost of a new system for your insurance claim.

### PREPARE FOR SOLAR INSTALLER

Prior to contact your local solar installation company here is someone information that you should provide them to help expedite service:

- Total number of collectors in the system
- Number of collectors that may still be on the roof and how many are on the ground or missing
- Date of installation, type of collector, and install company

If the system was registered for warranty UMA may have this information on file under your name or address of the system

If you are filing a homeowner's insurance claim for a new roof

- Name of roofing company along with point of contact, phone number and email
- Estimated date of removal or repair of your roof
- Name of insurance company

Also, please understand that if you plan to remove and reinstall the collectors, that you will need to inform them of where you would like to store the collectors and any parts during the time of your home being repaired.

It is important to ensure that you do not have any Roofing Company that is not a Certified UMA Dealer Remove your System, it is very possible that they are untrained in handling the collectors and could damage them during removal. Additionally, many times Roofers have removed system and thrown out attachment hardware or reusable parts, which costs you more out of pocket when it comes time for reinstallation.

Be Sure to use a Certified Solar Pool Installer and if you need to locate one in your area you can contact us by visiting [UMASolar.com](http://UMASolar.com) or call us at 800-79-Solar and we will connect you with a Local Certified Company.