

Service Technicians	Installers
Send an educated and experienced technician.	Send a member of an install team.
Knowledgeable with new and legacy equipment from a broad range of manufacturers.	Familiar with new equipment from a few preferred manufacturers.
Focused on problem areas, so experienced with common issues to quickly identify and resolve.	Focused on building new systems with fresh out of the box components.
Equipped with a variety of spare parts that enable on-site repairs and reduce down-time.	Special order equipment for scheduled builds. Spare parts limited to preferred manufacturer.
Single technician educated on all the individual solar system components and how they work together.	Work in teams with each member contributing to specific aspects of the project. Efficient for a new install, but not for troubleshooting and repairs.
Visit multiple sites per day, which equals more experience.	On a single job site for a day or more.
Prepared for the unexpected and trained to make educated decisions on-site for quick resolutions.	Generally have a set schedule with clear daily parameters. Limited ability to make on-site decisions.
Focused on repairing existing equipment when possible.	Prone to replacing entire components at a higher cost.
When components do need to be replaced, familiar with the warranty claims process and requirements for multiple manufacturers, which results in a high rate of approved claims.	Less claims experience may result in denied claims due to lack of documentation or certifications.