



TRUSTMARK, CUSTOMER PROTECTION

&

BUSINESS INFORMATION

Public website information pack



TRUSTMARK
Government Endorsed Quality

SolarTech-UK Ltd

No 1 Capital Quarter (Regus), Tyndall Street, Cardiff, CF10 4BZ

Company number 09866200 | VAT number 356 9530 67

029 2294 7708 | info@solartechuk.com | www.solartechuk.com



1. Business information

SolarTech-UK Ltd is an active private limited company providing solar photovoltaic, electrical energy storage and related engineering services. The registered office and core public contact information are set out below.

Legal business name	SolarTech-UK Ltd
Company number	09866200
Registered office	No 1 Capital Quarter (Regus), SolarTech-UK Ltd, Tyndall Street, Cardiff, Wales, CF10 4BZ
Telephone	029 2294 7708
Email	info@solartechuk.com
Website	www.solartechuk.com
VAT registration number	356 9530 67
Business activity	Engineering-related scientific and technical consulting; Solar PV and battery storage installation services

Verification

The current registered office and company status can be checked through Companies House. The VAT registration number is taken from the HMRC VAT certificate supplied by SolarTech-UK Ltd.



Companies House public record

Scan or use the link to verify the company number, active status and registered office.

[Companies House - SolarTech-UK Ltd](#)

2. TrustMark and certification information

SolarTech-UK Ltd is listed as a TrustMark Registered Business through NAPIT. The registration covers the following listed trades:

- Solar Panel Installers (PV) [MCS] - installation, maintenance and replacement
- Battery Storage Systems [MCS] - installation, maintenance, repairs and replacement

TrustMark licence number	3283619
Scheme Provider	NAPIT
MCS / NAPIT certification number	NAP68542
Registered trades	Solar PV and battery storage systems

Our customer commitments

- Provide clear business identification, written quotations, contracts and pricing information.
- Use competent personnel and appropriately managed subcontractors.
- Provide accurate system information and performance estimates based on applicable standards.
- Carry out suitable inspection, testing, commissioning and customer handover.
- Protect the customer's property, communicate material changes and agree variations in writing.
- Provide a free first-stage complaints process, record feedback and signpost customers to escalation and ADR routes.



Verify our TrustMark registration

Open the SolarTech-UK Ltd TrustMark public profile and confirm the registered trades and Scheme Provider.

[TrustMark public profile](#)

3. Business insurance and VAT information

The following insurance summary is based on the policy schedule, confirmation of liability insurance and employers' liability certificate supplied by SolarTech-UK Ltd.

Insurer	Markel International Insurance Company Limited
Policy number	CD87492
Public and products liability	£5,000,000 for each claim
Employers' liability	£10,000,000 for each claim
Professional indemnity	£1,000,000 in total for all claims made during the insurance period
VAT status	Registered
VAT number	356 9530 67

Evidence available on request

- Confirmation of Liability Insurance
- Certificate of Employers' Liability Insurance
- Insurance policy schedule and applicable endorsements
- HMRC VAT certificate

4. Customer feedback and complaints procedure

SolarTech-UK Ltd welcomes feedback and provides a free first-stage complaints process. Using this process does not affect a customer's statutory or contractual rights.

- 1 Raise the matter**
Write to info@solartechuk.com using the subject "Formal Complaint", call 029 2294 7708, or write to the registered office. Include the customer name, project address, contract or invoice reference, a clear description of the issue, supporting evidence and the outcome requested.
- 2 Acknowledgement**
SolarTech-UK Ltd will normally acknowledge a formal complaint within five working days and nominate a person responsible for the case.
- 3 Investigation**
The company will review the contract, design, photographs, test records, handover documents and relevant communications. Site access may be requested where inspection or remedial work is reasonably required.
- 4 Response and resolution**
SolarTech-UK Ltd aims to issue a substantive response within 14 working days. Where additional investigation is necessary, the customer will be updated. Any agreed remedial work will be documented with a scope and target date.
- 5 Records and closure**
Complaints, evidence, communications, agreed outcomes and closure records are retained securely in the company QMS for at least six years, subject to data-protection requirements.

Customer feedback

Customers may use the same email or telephone number to provide comments on communication, workmanship, site conduct, safety, handover and overall satisfaction. Feedback is reviewed as part of continual improvement.

5. Escalation and alternative dispute resolution

Customers should first give SolarTech-UK Ltd a reasonable opportunity to investigate and resolve the matter. If the complaint remains unresolved, the route depends on the nature of the issue.

	Technical compliance - NAPIT For concerns about technical competence, Building Regulations, British Standards or MCS technical standards. NAPIT requires the customer to contact the member formally and allow at least 14 days for a response before escalation. NAPIT complaints process
	Eligible domestic renewable-energy disputes - GHDR For eligible consumer disputes involving a RECC member, Green Homes Dispute Resolution provides an independent route for new complaints. Contact: 0204 616 0015 hello@ghdr.org.uk Green Homes Dispute Resolution
	TrustMark complaints process TrustMark operates a staged process: raise the issue with the Registered Business, escalate to the Scheme Provider, and then use the TrustMark process or Dispute Resolution Ombudsman where applicable. Contact: 0333 555 1234 TrustMark complaints process

6. TrustMark Customer Charter

The TrustMark Customer Charter explains the rights and responsibilities of customers who use a TrustMark Registered Business. SolarTech-UK Ltd commits to the Charter and directs customers to the current official copy.

Do what we say we will do

Work to the applicable Code of Conduct and technical standards; provide accurate performance information; complete appropriate testing and handover.

Act professionally and responsibly

Communicate clearly, treat customers fairly and respectfully, consider vulnerable customers, protect property and personal information, and keep work areas safe.

Provide the right information at the right time

Identify the business and subcontractors, use fair marketing, explain consents and next steps, and provide clear product and service information.

Use clear contracts

Provide itemised written quotations, understandable terms, fair pricing, cancellation information where applicable and no hidden charges.

Resolve concerns and learn from feedback

Provide a free first-stage complaints process, accept responsibility where appropriate, signpost customers to ADR and TrustMark, and use feedback for continual improvement.



Open the current official TrustMark Customer Charter

Use the QR code or hyperlink to access the current official Customer Charter published by TrustMark.

[TrustMark Customer Charter](#)