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In the News

Clean Solar certified as Calfinder.com Solar contractor

When he founded Clean Solar in 2007, Randy Zechman believed he could make a difference in customer service for homeowners. Zechman says Clean Solar is dedicated to taking care of all the little details, like returning phone calls within hours instead of weeks, communicating changes in schedule, talking the customer through the entire process, and cleaning up on the job site. In this manner, the company exceeds customer expectations on a daily basis.

Clean Solar specializes in residential and commercial PV systems. As an owner-operated, employee-owned company, Clean Solar gives homeowners the advantage of working with a company owner, with every installation. In addition, homeowners who select Clean Solar receive a free site survey and consultation to get the most out of their solar panels.

This means that from the onset, homeowners are educated on all facets of their system, from products used to financial outcomes. "During the install," Zechman says, "we always let the customer know where we are in the process and provide a current timetable. Afterwards, we make sure the customer is happy with the aesthetic components and we always want to be there so they can see their meter spin backwards."

In addition, Zechman says that Clean Solar "hangs its hat" on two important dynamics. One is giving back: the company donates \$500 on every residential job to a charity of the customer's choice, something virtually unheard of in the industry. Two is a guarantee on

exact energy production amounts garnered from their systems. The company backs this with a \$.20/kwhr money-back guarantee. "It became clear to Clean Solar that the general consumer had no way of really knowing how much production a solar system would produce," says Zechman. "They had to trust the solar contractor to not make a human error and be truthful. That didn't seem right to us." Furthermore, Clean Solar boasts with the longest warranty in the industry.

As if all this weren't enough, Clean Solar offers free workshops to the public, covering everything from the basics of solar and electricity pricing to rebate programs and PV specifics. Clean Solar also offers homeowners the convenience of choosing from several different products, unlike other installers who Zechman believes "try to squeeze a round peg into a square hole, because it's the only product they can offer."

At the end of the installation process, Clean Solar finishes every job with a personalized gift to the customer, such as ski passes, chocolate fountains, golf passes, or restaurant gift certificates. Because they keep homeowners' every priority in mind, it's no wonder looking customers in the eye at the end of the project is Zechman's favorite aspect of the work he does. "Homeowners are always proud of their decision to install solar. To be a part of this process is something special."

-Courtesy CalFinder

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