



## Post-Hurricane Ian Solar Pool System Homeowner Tips

In light of the damage South Florida sustained from Hurricane Ian, we wanted to provide some helpful tips for homeowners whose homes, roofs, or solar pool heating systems have been affected by the hurricane.

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

While many solar pool heating systems 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, let's break it down into possible scenarios so you can determine which path you need to take.

### WARRANTY

Let's start with the UMA/Magen Eco Energy Solar Pool System/Collector Warranty. Your manufacturer's warranty applies to any issues that resulted from a manufacturing defect. Since a hurricane or high winds are not manufacturer's defects, any hurricane damage to your collectors is not covered by your (7-12-year) manufacturer's 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. 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 or your yard, or if 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 professional handle this job instead of homeowners getting on their roofs 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 they can be reinstalled and functional, please 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.

## CONTACT SOLAR INSTALLER

If you are unsure if the collectors can be reinstalled making the system functional, **please contact your local solar installation company for assistance BEFORE** you file a roofing claim or have your roofing contractor remove any equipment.

Your installation company will send someone out to assess the damage, take pictures, and provide you with a written assessment of the damage. They will also provide an estimate for the removal and replacement of any damaged collectors, and the cost of a new system if necessary. You can use this report for your insurance claim.

## PREPARE FOR SOLAR INSTALLER

Before contacting your local solar installation company, gather this information to help expedite the service:

- Total number of collectors in the system
- Number of collectors that may still be on the roof
- Number of collectors on the ground
- Number of missing collectors
- Date of installation
- Type of collector
- Installation company

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

If you are filing a homeowner's insurance claim for a new roof, you'll need:

- Name and contact information of the roofing company
- Estimated date of removal or repair of your roof
- Name of your insurance company

Also, please understand that if you plan to remove and reinstall the collectors, you will need to let your solar installer know where you would like to store the collectors and any parts while your home is being repaired.

It is important that your roofing company is a Certified UMA Dealer if you need to have your system removed. If your roofer is unfamiliar with your solar pool heating system, they may damage your

collectors during removal. We also know of instances when roofers have discarded attachment hardware or other reusable parts. This will end up costing you more when you reinstall your system.

Be sure to use a Certified Solar Pool Installer for any work with your solar pool equipment. If you need to locate a Local Certified Company, contact us by visiting [UMASolar.com](http://UMASolar.com) or call us at 800-79-Solar and we will connect you with a company near you.

**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 helpful tips for solar pool heating system owners who experienced damage from the hurricane.