



# Zambia solar installation

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At id Solar Solutions we strive to find a customer orientated solution to ensure you are getting the best out of our service. We are a growing enterprise with an innovative approach to increasing access to affordable solar technology within Zambia. As a business, we follow a clean environmentally friendly approach to maximise our positive social and environmental impact.

Within our organisation, we encourage a friendly and professional work environment. This supports our enterprise to deliver the highest quality of work from assembly in the workshop to our post installation customer service.

"I am very satisfied with the work of your technical team: they seem to know what they are doing, they want to do it nicely, seem to be proud of what they do and clean up the place after work!"

"The service from id Solar Solutions was brilliant, they come and check when requested and even pop in when going past. I am very happy with the installation and have had no issues so far. Perfect!"

"id Solar Solutions offers excellent service with a very efficient team. They have installed solar systems for the main house and compound houses and water pumps for the borehole. I have forgotten about loadshedding and I don't have to worry about price increases by Zesco."

We started out in Zambia in 2017 as Fenix International and have since benefited more than 300,000 customers with our clean energy, impacting over 1.5 million lives. In 2020, the ENGIE Group brought us together with Mobisol and ENGIE PowerCorner to form ENGIE Energy Access.

With over 250 employees and more than 50 service centers, our Zambia team is dedicated to providing an exceptional customer experience, while our high-quality products (designed in the United States and Germany) ensure long-term customer satisfaction.

MySol is the new brand name that has replaced what was formally known as Fenix and Mobisol. Following the integration of Fenix International, Mobisol and ENGIE PowerCorner to form ENGIE Energy Access, the company is creating an expanded product range by combining Fenix and Mobisol products. MySol offers you the same high-quality products that you know and trust, but with more options to choose from.

Once a customer makes the decision to buy a solar home system, they will be supported through the process by our sales and customer service team. Customers will be required to make a deposit and self-install their system unless in cases where the kit requires installation by our technical team.

We understand that there are times when financial difficulties arise. We have given the customer the power to



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request for an advance of up to 3 days through USSD (via MTN or Airtel Dialing \*500# and following the prompts to the MySol Self Help menu).

In the rare case that your problem cannot be solved remotely, we will assign one of our technicians to visit your home, diagnose the system issue and solve it on site or advise on any necessary repairs.

Yes! Our clean energy empowers you to generate extra income. For example, by charging your neighbors' phones or using our large TV for live football match streaming in public.

Contact us for free full report

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