



After establishing a contract, we will guide you through the following process.

01 Site Survey

The site survey is a scheduled appointment for one of our surveyors to visit your location and take the necessary photos and measurements, to ensure our engineers have the information needed to design your system. This visit typically takes 45 minutes and a day to process. The survey auditor will call prior to arrival.

02 Engineering

Our engineers and installation team will analyze your site survey results and create a permit plan set diagram design specific to your needs while abiding by the rules and regulations of the state, county, or city AHJ that you reside in. This process typically takes 1 week. Once your plan set design is completed, you will receive an email to review the plans and ensure that your needs are met, prior to your projects building permit submission.

03 Permits

After engineering is finalized, you will receive a notice to let you know that your engineered plan set has been submitted for permit approval.

This indeterminate timeline of approval is heavily affected by the length of the time that the state, county, or city AHJ building department requires to process permit approval requests. We will be in communication with the building department and actively working towards obtaining the approval. As soon as we have the approved permits, we will contact you to schedule the next available date that accommodates the timeframe of your project installation.

04 Installation

Once scheduled, the installation can take 1-5 days depending on the scope of the project. Our installation team will need access to any electrical equipment, roof, garage, attic, or crawl space at the project location. Our installers have an arrival window of 8:00am to 10:00am and you will receive a call from one of our installation team members when they are enroute to your location with an estimated time of arrival.

05 Payment

Payment is due once installation is completed. For financed customers, an email will be sent over asking you sign off electronically informing the financing agency that the installation is complete.

For cash customers, you will receive an invoice for your balance due after the installation is completed. You have several options for payment. You may provide a check to one of our installations working on your installation. Please make checks out to Prime Home Solutions, Inc. Alternatively, you may select the pay link on the invoice emailed to you. Your online pay options are ACH, Debit or Credit Card. Payments made by ACH will benefit from a discount on the admin fees charged on the invoice.

06 Inspection

Once your invoice is paid, your inspection will be scheduled. A Prime Home Solutions representative will be on site to host an in-person inspection with an AHJ building department inspector. During the inspection, we will need access to your roof, electrical main service panel, and inverter.

This is the last approval needed with your AHJ, county, or City to sign off on your permit showing that the project was installed properly according to the approved plan set.

07 Permission to Operate

Your PTO (permission to operate) documentation has been sent to over to your utility provider for approval. Unfortunately, the utility provider does not provide an estimated time frame for approval. An email will be sent to you from the utility provider or our operations team once your project is approved.

08 Monitoring

Your monitoring account will be registered following your final building inspection approval. You will receive an email from your monitoring provider to request that you set up your account after registration. Your monitoring provider will provide you with links to their online device applications.

09 Review & Referrals

Prime Home Solutions offers excellent incentives for online reviews and customer referrals. These incentives will help you maximize the benefits of your Prime Home Solutions installation. Please contact your representative for more details!