

# General

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# Can I pay Easy PV to design a project for me?

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No, this is not a service we offer at Easy PV. If you're struggling to use the software, you can always come to one or more of our [free](#) training sessions!

If you're **uncertain on what kit to use**, have a chat with your [Midsummer](#) account handler and they will be able to assist. You can sign up to a Midsummer account [here](#).

If you're **having trouble with a 3D design**, we recommend booking onto our [3D training session](#) where we can run through any complex designs with you.

# How do I link my Midsummer Account to pull over my trade prices?

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To link your Midsummer wholesale account, please follow this [guide](#).

If you do not yet have a Midsummer wholesale account, you can sign up [here](#).

# Can I do a retrofit project in Easy PV?

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Yes, to create a quote for a retrofit project:

1. Recreate the existing system in Easy PV with the new additions.
2. Remove all existing components or set their price to £0 in the [Financial task](#).

If you need to create custom components to recreate the existing system, you can use our detailed [component guide](#).

# Can I do commercial or industrial designs in Easy PV?

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Yes, you can use Easy PV for both commercial and domestic projects. Some features that will help with the accuracy and speed of commercial designs include:

- Automatic panel stringing
- Choice of a range of commercial consumption profiles or upload your customer's meter data directly.
- Support for setting export limits and viewing inverter and export clipping in charts.

More details on these features can be found in our [Performance](#) and [Consumption](#) task guides.

# Can I do a battery-only project?

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At the moment, this is not yet a supported feature. However, if you would like to quote a battery only project in the format then you can create a project that has only the quote by following these steps:

1. Create quick roof project
2. Skip through roof task (no need to change anything)
3. Open financial task and fill in quote
4. Generate proposal

This proposal will contain only the quote.

# What's happened to the international site?

As of **September 2025**, the Easy PV International site (easy-pv.com) will not be available. We're working on a full upgrade of the International site, and we expect it to be back online within a few months. We'll notify users as soon as it's live.

## Why is the site not available?

Over the past few years, our UK and Irish versions of Easy PV have seen major upgrades – introducing features like Pro accounts, faster performance, and tools such as automated roof scanning and Speedy PV lead generation. These improvements have made them significantly more powerful and reliable.

Unfortunately, the International site has fallen behind and is built on older infrastructure that's increasingly difficult to maintain. Rather than patching it, we've decided to rebuild it properly so it can offer the same high-quality experience as our other platforms.

As a result of this, the Easy PV International site (easy-pv.com) will no longer be available from September 2025. We're working on a full upgrade of the International site, and we expect it to be back online within a few months. We'll notify users as soon as it's live.

## Can I still use Easy PV in the meantime?

You're welcome to create a free account and use either the [UK](#) or [Irish](#) sites. Both function reasonably well for international users, although some features may not work (like roof scanning) and some of the calculated generation and consumption data may not be accurate for use outside the UK and Ireland.

## I have important project data stored in my Easy PV account, can you help me access this?

Please reach out to our support team and we'll try and help get you access to relevant data and/or documents from your projects.

## Need more help?

If you have any other questions or need assistance, feel free to contact us at [help@easy-pv.co.uk](mailto:help@easy-pv.co.uk).



# How do I do a hard refresh of my browser?

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Sometimes your browser may store old versions of the Easy PV code and this can cause issues. A **hard refresh** clears your browser cache for a specific page, which forces it to load the most recent version of that page. This could include new scripts, styles or features. Here's how you can clear your cache through a hard refresh on any browser:

## Google Chrome

- Load any page on the Easy PV site and make sure you are logged in
- Windows users: hold down **Ctrl** and then press **F5** on your keyboard (alternatively hold down **Ctrl + Shift** and press **R** on your keyboard)
- Mac users: hold down **Cmd** and **Shift** and then press **R** on your keyboard

## Firefox

- Load any page on the Easy PV site and make sure you are logged in
- For Windows users: hold down **Ctrl** and then press **F5** on your keyboard
- Mac users: hold down **Cmd** and **Shift** and then press **R** on your keyboard

## Safari (Mac)

- Load any page on the Easy PV site and make sure you are logged in
- Go to Safari > Empty Cache, or hit **Opt + Cmd + E**
- To refresh, click the refresh button on the address bar or press **Cmd + R**

## Microsoft Edge/Internet Explorer (Windows)

- Load any page on the Easy PV site and make sure you are logged in
- Hold down **Ctrl** and then press **F5** on your keyboard (alternatively hold down **Ctrl + Shift** and press **R** on your keyboard)

Important: Clicking the "Refresh" icon on your browser address bar is **not** a hard refresh.

# Why is my date in the wrong format?

This is set by your device or browser settings, which may be set to English (US), giving the American date format (MM/DD/YYYY). Change this first in your device or browser settings, then reboot your browser (easiest way is to turn your computer off and on again).

Once you have the correct date format, subsequently created projects will display it correctly. You can update existing projects by refreshing the Customer Proposal before generating it:

The screenshot shows a web application interface with a dark navigation bar at the top containing the following menu items: Projects, Tasks, Components, Forms, Reports, and Help. The main content area is divided into three sections:

- Cover Page**: Includes a checkbox for "Customise introduction text".
- Smart Export guarantee**: Includes a checked checkbox for "Will the system be MCS accredited and eligible for SEG payments?" and a checkbox for "Customise Smart Export Guarantee text".
- Quotation**: Includes input fields for "Quote reference" (1517672) and "Quote validity" (30 days).

On the right side, there is a sidebar with a "Project Overview" link and a "Customer Proposal" link. The "Customer Proposal" link is highlighted with a red box, and a red arrow points to it from the main content area. Below the "Customer Proposal" link, there is a description: "Use this form to customise the c document. Please note that customer prop and there are a few features tha We haven't yet added support fr you might have entered in the fi diagrams for optimised and micr yet fully working. You need to have completed the view the proposal document:" followed by a list of items: Panels, Inverter, Electrical, Performance, Either the 'MCS self consu performance task, or the C, and Financial. At the bottom of the sidebar, it says "We'd welcome feedback on the help@easy-pv.co.uk."