

Solar System Warranty Terms and Conditions

Overview

This document outlines the comprehensive warranty coverage for your solar power system installation. Our warranty is designed to provide you with peace of mind and ensure the long-term performance of your investment.

Component Warranties

Solar Panels

- **Performance Warranty:** 25 years
 - Year 1: Minimum 98% of rated output
 - Years 2-25: Maximum annual degradation of 0.5%
 - Year 25: Minimum 85% of rated output
- **Product Warranty:** 12 years
 - Covers manufacturing defects
 - Materials quality
 - Workmanship issues

Inverter System

- **Standard Warranty:** 12 years
 - Parts and labor included
 - Advanced replacement option available
- **Extended Warranty Option**
 - Additional 8 years available for purchase
 - Must be purchased within first year of installation
- **Coverage Includes**
 - Manufacturing defects
 - Component failures
 - Communication system issues
 - Software updates

Mounting System

- **Warranty Period:** 25 years
- **Coverage**
 - Structural integrity
 - Water-tight roof penetrations
 - Material defects
 - Corrosion protection

Energy Storage System (If Applicable)

- **Product Warranty:** 10 years

- **Performance Warranty**
 - Minimum 70% capacity retention at 10 years
 - Based on normal use conditions
- **Throughput Warranty**
 - Guaranteed minimum cycles: 3,650 (1 cycle per day for 10 years)

Installation Warranty

Workmanship Coverage

- **Duration:** 10 years
- **Scope**
 - Installation quality
 - Roof integrity
 - Electrical work
 - System commissioning

Roof Warranty

- **Penetration Warranty:** 10 years
- **Coverage**
 - Water-tight seal
 - Structural integrity
 - Proper flashing installation

Performance Guarantee

Production Guarantee

- **Duration:** 5 years
- **Terms**
 - Guaranteed minimum annual production
 - Weather-adjusted calculations
 - Monthly performance monitoring
- **Compensation**
 - Pro-rated refund for underperformance
 - System repairs/upgrades if necessary

Warranty Claims Process

Filing a Claim

1. Contact customer service
2. Provide system details and documentation
3. Schedule inspection if necessary
4. Receive claim determination within 5 business days

Response Times

- **Emergency Issues:** 24-48 hours
- **Non-Emergency Issues:** 3-5 business days

- **Routine Maintenance:** Scheduled as needed

Warranty Exclusions

Not Covered

- Force majeure events
- Vandalism or theft
- Unauthorized modifications
- Improper maintenance
- Animal damage
- Cosmetic defects not affecting performance

Warranty Voiding Actions

- Unauthorized system modifications
- Failure to maintain system
- Improper repairs by unauthorized personnel
- Relocation of system without approval

Transferability

Terms

- Fully transferable to new property owner
- One-time transfer fee may apply
- Must notify company within 30 days of property transfer
- New owner receives remaining warranty period

Maintenance Requirements

To Maintain Warranty

- Annual professional inspection
- Regular cleaning as recommended
- Prompt reporting of issues
- Maintain monitoring system connection
- Keep maintenance records

Claims and Support

Contact Information

- **Emergency Support:** 24/7 hotline
- **General Claims:** Online portal or email
- **Technical Support:** Business hours phone support
- **Documentation:** Online warranty portal

Required Documentation

- Original purchase agreement
- Installation certificate
- Maintenance records
- Performance data
- Proof of ownership

Legal Terms

Governing Law

- State/local jurisdiction applies
- Binding arbitration for disputes
- Class action waiver

Limitations

- Monetary damages limited to system cost
- No consequential damages
- Labor coverage may be limited after year 5

Additional Coverage Options

Extended Warranties

- Available for most components
- Must be purchased within 1 year
- Transferable with main warranty
- Additional cost varies by component

Premium Service Plans

- Priority response
- Annual maintenance included
- Extended labor coverage
- Advanced monitoring services