

# Customer Care & Maintenance

## COMMITMENT TO QUALITY

SunCommon stands by a quality guarantee on all installations, and our Customer Support Team will work with you through any issues that may arise during your system's lifetime. Please refer to your Solar Agreement for details about SunCommon's quality installation guarantee and manufacturer warranty as it pertains to your specific products.

## SOLAR SYSTEM MAINTENANCE

Solar systems are reliable and easy to maintain. **Your most important responsibility: monitoring.** SunCommon does not actively monitor your system, and you will not be reimbursed for lost production. **Best practice recommends checking on your system's energy production, at least twice a month.** Monitoring can be done very easily by doing any of the following:

- Logging on to your online monitoring portal, and reviewing your system's energy production. If you need assistance logging in, please reach out to the Customer Support Team.
- Checking the lights or screen on your inverter. [Click here](#) to select your inverter type and learn what the lights indicate.
- Logging on to your online utility account, or reviewing your most recent utility bill. In both cases, confirm that *Total Energy Generated* is not zero. Some utilities have terrific solar monitoring capabilities, to learn what your utility offers, please get in touch with them directly.

If your system does not show any solar production while the sun is shining, and they are clear of snow, please review our [Customer Support resources](#) for instructions on resolving many common issues. Lots of times your system just needs to be powercycled (reset). If you're unable to resolve the issue on your own, our Customer Support Team is available to help! We offer technical assistance both remotely and on-site.

### START HERE...

...with our online resources to learn more and find answers to frequently asked questions:

[suncommon.com/customer-support](http://suncommon.com/customer-support)

## EQUIPMENT AND MANUFACTURER WARRANTIES

Each component carries its own manufacturer's warranty, and therefore the length of the warranty can vary. Should your equipment malfunction, SunCommon can service your system and perform any necessary repairs during normal business hours. When applicable, you will be billed for onsite labor at the rate of \$125/hour, less any credit from the manufacturer. Please note, most warranties only cover equipment and not labor. While your system is down, you will not be reimbursed for lost production—this is not covered under warranty.

## SUPPORT SERVICES AND RATES:

### **Remote Support** Always free of charge

We offer technical support and customer education through email or over the phone, including equipment troubleshooting, assistance with monitoring issues and utility billing questions.

### **On-Site Service** \$125 per hour service rate

Certain issues may require a site visit, some of which may be covered under our installation guarantee or the manufacturer's warranty. If necessary work is covered, on-site service may be free of charge; otherwise our hourly service rate applies.

### **Examples of on-site services requiring service charge:**

- In-person troubleshooting and technical expertise
- Monitoring issues (unless there is equipment failure and it is covered under the manufacturer's warranty)
- Change in Internet configuration or provider for monitoring purposes
- Fuse replacements and equipment firmware updates
- Solar equipment damage due to neglect, misuse, or pests

**More questions?** We're here weekdays 10:00am - 4:00pm

**Send us an email:** [support@suncommon.com](mailto:support@suncommon.com)

**Give us a call:** (802) 882-8685