

# 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 installation warranty 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 once a week.** 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 accessing your monitoring portal, 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.
- Checking the lights on your [Enphase Envoy](#), which is found inside the AC Combiner box.
- 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 the array is clear of snow and ice, 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.

## BATTERY BACKUP SYSTEM MAINTENANCE

Battery backup systems are reliable and easy to maintain. Keep your Powerwall unit(s) free and clear of debris, especially around the air intake and exhaust, and don't forget to monitor your battery's performance. SunCommon does not actively monitor your Powerwall.

**Best practice recommends checking on your system's battery performance at least once a week.**




### MONITORING METHODS

Download the **Tesla App**

- The 'Home' screen displays the real-time energy flow of your Powerwall, grid connection, and solar system.
- The 'Energy' screen allows you to view historical data of your energy consumption and system production



### WHAT DO THE LIGHTS ON MY POWERWALL INDICATE?

-  **Blinking:** No data transfer to the Tesla App
-  **Solid:** On and communicating properly
-  **Pulsing:** Discharging or charging

### TROUBLESHOOTING

**Warning:** For Powerwall systems with interconnected solar, make sure to turn off the solar inverter or disconnect the solar source before turning off the Powerwall unit to avoid damaging your system.

- If there is snow/ice on your solar array, your Powerwall will not charge until the array is clear and producing.
- If the Tesla App is not reporting any data, ensure that your home Internet connection is working. If you've recently made changes to your WiFi network, you may need to **reconnect your Backup Gateway to your new network.**
- If the Gateway and Powerwall are both unresponsive, it may be necessary to powercycle (or reset) the system. Note that powercycling must be done in the proper sequence as defined below.

**POWERCYCLE STEPS**

1. If Powerwall is connected to a solar system, turn off your solar inverter or disconnect the solar source.
2. Turn off Powerwall by setting its On/Off switch to the OFF position.
3. Turn off the AC breaker to Powerwall.
4. Wait for at least one minute.
5. Turn the AC breaker back on.
6. Turn on Powerwall.

If the above steps do not resolve the issue, please contact SunCommon Customer Support at [support@suncommon.com](mailto:support@suncommon.com) or Tesla Powerwall Support at 877-961-7652 option 2.

**START HERE...**

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

**[suncommon.com/customer-support](https://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 current rate, 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. Please be aware manufacturer warranties do not cover labor to remove and install warrantied equipment.

---

## HOW TO REACH CUSTOMER SUPPORT:

**Phone:** (802) 882-8685

Our phone lines are open Monday-Friday, 10 am to 4 pm. Please leave a voicemail if you don't reach a customer support representative in person. Leaving a voicemail automatically creates a case, and we monitor the voicemail inbox frequently. Please be aware multiple calls will not result in a faster response time; rest assured we will respond at our earliest opportunity.

**Email:** [support@suncommon.com](mailto:support@suncommon.com)

Sending an email to the above address also automatically creates a case.

**Website:** Visit [suncommon.com/customer-support](https://suncommon.com/customer-support) for basic troubleshooting information or to place a support inquiry using the form at the bottom of the page.

---

## SUPPORT SERVICES AND RATES:

### REMOTE SUPPORT

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



## ON-SITE SERVICE

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 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

## ADDITIONAL SERVICES

- On-Site Full System Check (2 Technicians, 2-4 hours at the hourly rates listed above)
- Production & Usage Analysis - \$250
- Pest Deterrent Installation - Please email [support@suncommon.com](mailto:support@suncommon.com) to request an estimate

## REMOTE SUPPORT & SERVICE FOR NON-SUNCOMMON CUSTOMERS

SunCommon will offer remote support and on-site service for customers who did not purchase their systems through SunCommon on a case-by-case basis. Please contact [support@suncommon.com](mailto:support@suncommon.com) to see if you are eligible. A one-time fee of \$250 will be charged upon acceptance to cover onboarding your system, after which our current service rates will apply.

### SERVICE RATE:

\$250 dispatch fee, including the first hour of service

After the first hour, rates are \$150/hr for the Lead Technician, plus \$50/hr for each additional Technician (SunCommon will only dispatch additional technicians if the work requires it.)

## MORE QUESTIONS?

We're here weekdays 10:00am - 4:00pm

Email [support@suncommon.com](mailto:support@suncommon.com) • Call (802) 882-8685 • Visit [suncommon.com](http://suncommon.com)