



Residential Solar Frequently Asked Questions

General

1. Why do I need a residential warranty?

Relying on warranties that come with individual solar components can become an unnecessary headache. They vary greatly and are difficult to manage should a problem arise or if the manufacturer becomes bankrupt. The PowerGuard Residential Solar Protection Plan offers full system protection, including parts and labor. The Plan is available through your local, trusted installer. Featuring an easy claim process, you gain peace of mind for your renewable power solution.

2. How is this Plan different from the manufacturer's warranty?

Our full system warranty provides overall coverage for all your components including the solar panels, wiring and leads, racking and inverters. No need to worry about tracking down the individual coverage provided by your component manufacturers or finding a servicer when in need. One call takes care of it all.

3. What's the difference between a home warranty and a manufacturer's warranty?

As stated by the U.S. Federal Trade Commission: a manufacturer's warranty comes with a new product and is included in the original price and will cover failed parts and sometimes labor for a specified period of time. A home warranty will cover some of your home's systems and appliances, as long as they are in working order when the contract is entered into with the warranty company. Home warranties can vary significantly in their coverage but typically do not cover solar systems.

Plan Coverage

4. How does the Plan work?

The PowerGuard Residential Solar Plan provides full coverage for Parts and Labor should you experience a failure in your solar system. Call us at 1-877-272-2303 to describe your problem. Our administrator will attempt to troubleshoot the problem you are experiencing. If we cannot resolve the problem over the phone, we will dispatch an authorized servicer. The servicer will diagnose the issue and schedule the repair. PowerGuard will work directly with the servicer to monitor the repair process and will keep you informed.

5. How is this Plan different than my homeowners insurance?

Homeowners insurance pays for damages and loss caused by covered perils like fire and weather damage, but it won't help you if products in your home break down or need repairs.



6. Does the Plan cover damage to my system caused by fire, snow/ice, wind, hail, lightening, falling objects, explosions, theft and vandalism?

Some exclusions and limitations do apply, including damage, failure or lack of functionality due to power failure, electrical spikes or surges, acts of God. Please refer to the Terms and Conditions for details.

7. Does it matter if I leased my system vs. buying it?

Leased systems are not eligible for coverage.

8. Can I view a sample contract?

Please review our contract terms & conditions.

9. What does the PowerGuard Residential Solar Protection Plan cover?

Full system protection, including solar panels, wiring and leads, racking, and inverters. Coverage for parts and labor begins with your installation date.

10. Are there any other benefits to buying a Plan?

Our Plan offers you the peace of mind that comes with knowing that help is just one phone call away and there are no deductibles or other fees to worry about.

11. Are there any exclusions?

Please see our Terms & Conditions for a full list of items that not covered by our Plan.

12. What is the deductible when making a claim?

No deductible and no out of pocket costs to you!

13. My system was installed a few years ago. Does that matter to PowerGuard?

At this time, only new installations are covered.

14. Does the Plan cover any pre-existing conditions?

With coverage available on new installations only, pre-existing conditions do NOT apply.

Service

15. What if my original installer goes out of business? Am I still eligible for your Plan?

Yes, you are covered! One call to us and we'll find another servicer who will be able to service your system.



16. Do I need an inspection before I can buy coverage?

No, an inspection is not required. However conditions caused by you intentionally, or known by you prior to purchasing this Plan and any and all pre-existing conditions that occurred prior to the contract purchase will be not covered.

17. If I think I have a problem, what should I do? How do I request service?

Call us at 1-877-272-2303 to describe your problem. Our administrator will attempt to troubleshoot the problem you are experiencing. If we cannot resolve the problem over the phone, we'll dispatch an authorized servicer.

18. What are your normal service hours?

Our business hours are 8am to 5pm Pacific Time. (Business hours for our servicers may vary.)

19. How long does it take for a technician to arrive after I request service?

You will receive on-site service at your location during normal business hours.

20. How can I find the status of my service request?

Just give us a call at 1-877-272-2303.

21. Do I need to find a qualified dealer to supply my replacement components?

Call us at 1-877-272-2303 and we'll take care of the rest.

22. Do I have to know who the manufacturers are of the various components of my system?

Your installer will have that information and will report all the components when registering your contract. This information will be included in your contract details.

23. When can I start using my Plan?

Coverage begins the day your system is installed.

24. Can you cover my battery storage system?

Battery storage is not covered under our current Plan.

25. What if the manufacturer of my solar panels (or other components) declares bankruptcy?

Our full system warranty protects against the aggravation of bankruptcy by your individual manufacturers.

26. Will I be billed for extra charges such as labor or shipping if replacement parts are needed?

We provide the components and labor needed for covered repairs throughout your coverage period. That means no out of pocket costs to you.



27. Who are the technicians that you send to my house?

Your installer will continue to provide services covered under the Plan or you may select another from our network of servicers who are authorized by PowerGuard to provide services.

28. Can I choose my own technician?

Only if the technician is part of our PowerGuard network of servicers who are authorized to evaluate, determine and perform necessary repairs.

29. What if my issue wasn't fixed? Can I request that the technician comes back?

Our goal is cover your claims to your satisfaction.

30. Is there a limit to the number of repairs during my contract term?

Coverage is limited to repair or replacement costs up to the total of the cost to replace the system.

31. What if I have a component that can't be fixed?

Based upon evaluation and testing by our authorized service provider, we will either repair or replace any part(s) which are found to be inoperable or malfunctioning.

32. How does PowerGuard determine if my claim is approved or not?

PowerGuard works with your installer to monitor the status of your claim.

Cancellation

33. Can I cancel any time?

Yes, you may cancel this Plan for any reason at any time. If you cancel within 30 days after purchase and have no claims during that period, you'll receive a 100% refund of the purchase Plan. If you cancel after the first 30 days, you will receive a pro-rata refund based on the time remaining on your Plan.

34. Can PowerGuard cancel my Plan?

We may cancel this Service Plan at our option on the basis of nonpayment, fraud, or material misrepresentation by You. If We cancel Your Service Plan, You will receive a pro rata refund. Please see Terms & Conditions for more details.



Transfers

35. Can I transfer my Plan to someone who buys my home?

The Plan may be transferred to any new owner of your home as long as the system remains in the original installation condition. Please notify us of such transfer as soon as possible by calling us toll-free at 1-877-272-2303. For security purposes, we'll ask that you provide proof of the transfer of ownership.