



SUN VALLEY SOLAR
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WARRANTY SUMMARY

HOME OF THE PLATINUM INSTALL



WARRANTY SUMMARY

Sun Valley Solar Solutions (SVSS) is committed to providing our customers with the industry's best hardware, installation techniques, and post-sale technical support. We only purchase system components from internationally renowned manufacturers, and only those that have met our stringent standards for performance and durability in the extreme Arizona climate. Below is a summary of our best-in-class SVSS Workmanship Warranty that applies to your installation, as well as information about the individual OEM component warranties as administered by Sun Valley Solar Solutions.

Note: The details provided below are a summary of SVSS warranty coverage and are superseded by the fully detailed SVSS Construction Agreement.

10-Year SVSS Workmanship Warranty

Sun Valley Solar Solutions provides a Workmanship Warranty that covers the installation of your PV system for a period of 10 years following a final approved inspection and system commissioning. The Workmanship Warranty covers any material defects in assembly and installation techniques which would result in the system failing to perform in accordance with the manufacturer's specifications.

Included with the 10-Year Workmanship Warranty

- Your PV system is guaranteed to be in compliance with all applicable codes and regulations in effect at the time of installation
- The installation was conducted using current industry best practices, and in full compliance with any and all original equipment manufacturer (OEM) specifications.
- Roof penetrations performed by SVSS are warrantied within a 3-inch radius of the penetration, with the exception of roofs with a 1/12 and below pitch ("flat roof applications"), which are warrantied for a period of 2 years within a 3-inch radius from the penetration. Where the "flat roof" is identified by SVSS as a foam roof application; the roof penetration warranty shall be for a period of 10 years from the date of original installation.
- Failure of ancillary components, including wire, junction boxes, conduit, and mounting hardware are covered for the full term of the Workmanship Warranty.
- SVSS will repair any damage to structures near the installation area caused by SVSS personnel during installation.
- SVSS will pass through and assist in the administration of any system component warranties per the terms and conditions outlined by each OEM.

Workmanship Warranty Exclusions

- Any work completed on any part of the PV system by any third party that has not been authorized by Sun Valley Solar Solutions.
- Defects caused, or made worse by, any third-party, including OEM or system owner, who has failed to comply with all reasonable instructions of Sun Valley Solar Solutions (whether written or verbal) in relation to the operation and care of the solar system.
- Existing electrical systems—including wiring or service boxes—that were not upgraded as part of the PV installation.

- Misuse, abuse, negligence, accident, vandalism, theft or improper operation of the PV system by anyone other than SVSS.
- Normal wear and tear
- Damage caused by birds, vermin, or other pests.
- Acts of God, including fire, explosions, smoke, water escape, wind, hail, lighting, falling trees, animals, vehicles, flood, earthquake and climate change.
- Damage to any on-site building or personal property cause by roof leaks; provided that such leaks are not the direct result of SVSS defective installation per the terms outlined above.
- For ground-mount systems, any defects caused by soil movement or erosion.
- Damage caused by flying debris such as golf balls, baseballs or similar.

24-MONTH QUALITY ASSURANCE

For a period of 24-months following completed and passed AHJ inspections (commissioning), Sun Valley Solar Solutions will cover any diagnostic and local trip fees associated with equipment failure or equipment optimization that are not covered under the terms of the original equipment manufacture's (OEM) warranties. Travel outside of the Phoenix metro area may be subject to additional charges to be assessed at the time of quoting. This coverage shall apply strictly to the components installed as part of the approved PV design and outlined in this Construction Agreement. At the end of the 24-month period, Owners are responsible for any diagnostic fees and trip charges not covered by an OEM warranty. The 24-Month Quality Assurance program is subject to the same exclusions detailed below.

ORIGINAL EQUIPMENT MANUFACTURER (OEM) WARRANTIES

Your system components – including panels, inverter, optional demand manager and battery – are covered by a limited manufacturers warranties that are administered by Sun Valley Solar Solutions per the guidelines set for by each OEM. SVSS passes through any and all applicable OEM warranty terms and exclusions. Manufacturer warranty cards are included in the Customer Documents section at the end of this manual.

NON-WARRANTIED SERVICES AND FEES

Claims not covered by the SVSS Workmanship Warranty, and/or not covered under the terms of individual OEM warranties are billed at a time and material rate to be quoted prior to commencement of work. Consult the terms of OEM warranties for more information on covered labor costs.

Diagnostic and Labor Fees Outside 24-Month Quality Assurance Period:

Once the initial 24-month Quality Assurance period has ended, diagnostic fee and trip charges are assessed for any and all on-site system inspections, regardless of OEM or SVSS Workmanship Warranty status. The diagnostic fee and trip charge is waived only if the failure is determined to fall within the scope of the SVSS Workmanship Warranty.

For components covered under the OEM warranty there still will be labor charges and additional material charges if additional materials are needed. If the OEM covers some of these charges the amount the OEM provides will be applied as a credit to this invoice.

System Optimization and Advice

Owners are entitled to up to 15 minutes of remote telephone support total from SVSS staff during the period of the limited workmanship warranty for questions relating to system performance, troubleshooting and repair scheduling. Any remote support beyond this will be billed at an hourly rate.

PERFORMANCE AND SAVINGS GAURANTEE

Sun Valley Solar Solutions does not provide production guarantees, and does not reimburse for downtime or loss production, unless otherwise provided for under an OEM warranty.

All production and financial performance estimates provided at the time of system design are conservative calculations based on customer-submitted usage data analyzed using industry-standard computer modeling software and best practices. These estimates do not account for day-to-day variables, such as changes in behavior, utility charges, cloud cover, tree growth and other shading or debris. As such, Sun Valley Solar does not make any warranty or legal representation concerning any individual PV system's exact electricity production or financial performance.

TRANSFERRING YOUR WARRANTY

The balance of the 10-year SVSS Workmanship Warranty is transferable from the original property owner to one subsequent home buyer, provided that the system has not been modified as originally installed by SVSS. In the event of sale, it is the duty of the original owner, home buyer – or agent acting on behalf of either party – to initiate the warranty transfer through the Sun Valley Solar Solutions service department.

The transfer process includes a comprehensive inspection to ensure that the PV system is operating as designed. The inspection must be conducted no earlier than 60-days prior to sale, or up to 60-days after the closing. A \$375 inspection and processing fee is collected prior to, or at the time of inspection. Failure to complete the inspection within 60-days after the close of sale will result in the cancellation of the SVSS Workmanship Warranty. Please refer to the form on the following page for Warranty Transfers.

Warranty Transfer Repairs

Any repairs identified during the warranty transfer inspection must be completed in order to finalize the SVSS Workmanship Warranty transfer. SVSS will help to facilitate any OEM warranty repairs per the terms outlined in each manufacturer's policies. For non-warrantied repairs, SVSS will deliver an itemized repair estimate to the original homeowner, or new homeowner, depending on whether the transfer inspection was initiated before or after the close of sale.



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10-Year Workmanship Warranty Transfer

Congratulations! Your Sun Valley Solar Solutions PV system has met all of the requirements to complete the warranty transfer into your name.

Property Address:

Original Owner:

Original Installation Date:

New Owner:

Warranty Transfer Date:

Balance of Terms: Years, Months

The system listed at the property address noted above has been fully inspected and any needed repairs have been addressed. The system is fully functional as originally installed by Sun Valley Solar Solutions, and the warranty transfer is now complete.

Authorized By:

Name, Title

Date



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Warranty Transfer Instructions

The balance of the 10-year SVSS Workmanship Warranty is transferable to one subsequent home buyer, provided that the system has not been modified as originally installed by Sun Valley Solar Solutions. In the event of sale, it is the duty of the original owner, home buyer – or agent acting on behalf of either party – to initiate the warranty transfer through the Sun Valley Solar Solutions service department: service@sunvalleysolar.com, 480-689-5050.

Warranty Transfer Terms:

- SVSS requires a full inspection to ensure that the PV system is operating as designed and has not been modified.
- The system inspection must be conducted no earlier than 60-days prior to sale, or up to 60-days after closing. An inspection and processing fee is collected prior to, or at the time of inspection.
- SVSS will help to facilitate any OEM warranty repairs per the terms outlined in each manufacturer's policies.
- For any non-warranted repairs, SVSS will deliver an itemized repair estimate to the original homeowner, or new homeowner, depending on which party initiated the transfer inspection.
- Any repairs identified during the warranty transfer inspection must be completed within 60 days of receipt of inspection report in order to finalize the SVSS Workmanship Warranty transfer.