

# SunPower® Complete Confidence Warranty

**A better warranty starts with a better product.**

Every part of your SunPower® Equinox™ system is meticulously designed to work perfectly together, and rigorously tested for long-term reliability. That's why the **SunPower® Complete Confidence Warranty** is the only solar warranty to cover your whole system (not just the panels).



## Complete System Warranty

The SunPower warranty ensures both product quality and the highest power production in the industry.

### 25 years

- Panels
- Microinverters
- Racking
- Power production

### 10 years

- Monitoring hardware



## Complete Service Warranty

It's the best warranty you may never have to use. But if you do, we make it simple and quick.





# Complete System Warranty

Every part of your SunPower® Equinox™ system is designed and backed by one manufacturer. That way you never have to wonder which company you can depend on.



## One company

The only company that stands behind your entire system, backed by more than \$160M in long-term warranty reserves<sup>\*,1</sup>

## Easy process

No need for receipts, proof of purchase or written claims.

## Most comprehensive coverage

25 years—system on your roof.

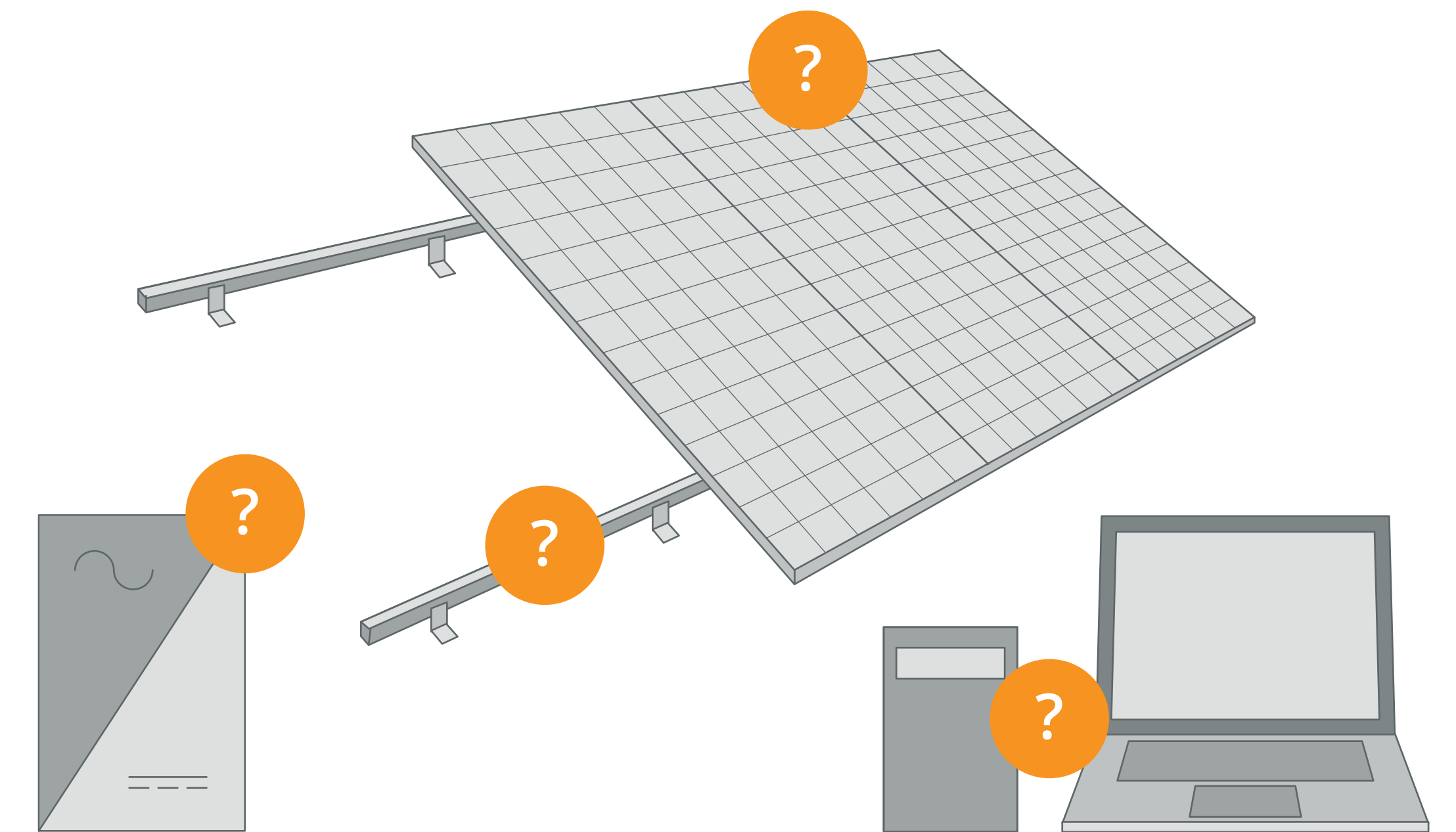
10 years—monitoring technology.

## Product and power

Full coverage for quality of product and solar power produced.

## Highest power production

With a 0.25% degradation rate (lowest in the industry), you can be confident that your SunPower® system will produce more than any other system—now, and for many years to come.



## Conventional System

Each part is made and warranted by a different manufacturer.



## SunPower® Equinox™ System

One company covers everything.

*\* Smartphone and laptop not included.*

<sup>\*</sup> SunPower Long Term Warranty Accrual as of 2016

<sup>1</sup> SunPower Quarterly Report, filed 2, Nov 2017. <http://investors.sunpower.com>



# Complete Service Warranty

If you experience issues with your system within 25 years of purchase, SunPower will send a SunPower-certified installation contractor to fix the issue—hassle free.



## Easy to reach

Our national network means a contractor who is a SunPower-certified installation contractor is right in your neighborhood. And we're always just a call away at **1-800-SUNPOWER**.

## Labor, shipping, parts - it's all included.

If SunPower replaces your panel, it couldn't be simpler.

### Pitfalls of conventional solar warranties:

- You pay to ship new panels
- You pay to package and ship defective panels
- You must present original physical proof of purchase
- You must make claims in writing
- You have a short timeframe to make a claim
- You pay the manufacturer a testing fee if they don't find a defect





# SunPower® Warranty vs Conventional Solar Warranties

Representative of standard-efficiency solar manufacturers such as Trina, YingLi and Canadian Solar.<sup>2</sup>

		SunPower® Complete Confidence	Conventional Solar Warranties*
Product Warranty			
	Panel	25 Years	10 Years
	Inverter	25 Years	N/A (separate inverter manufacturer warranty)
	Racking	25 Years	N/A (separate racking manufacturer warranty)
	Monitoring Technology	10 Years	N/A (separate monitoring manufacturer warranty)
Power Warranty			
	Start point	98%	97.5
	Yearly decline	0.25%	0.7%
	End point	92%	80.7%
Included Servicing / Labor			
	Shipping – new part	Yes	No*
	Shipping – old part	Yes	No*
	Installation	Yes	No
Warranty Terms to Note			
		25 years product (defect) coverage for all customers. Allows relocation of system. Allows beachside installations.	*Shipping covered by some conventional warranties.

<sup>2</sup> Representative of standard efficiency solar manufacturers. Competitor warranty information provided from latest warranty documentation from various conventional panel manufacturer websites as of June 2017.

# SunPower Warranty vs. LG Solar Warranty

		SunPower® Complete Confidence	LG Solar Warranty	
Product Warranty				
Panel	25 Years		NeON 2	NeON R
			25 Years	
Inverter	25 Years		N/A (separate inverter manufacturer warranty)	
Racking	25 Years		N/A (separate racking manufacturer warranty)	
Monitoring Technology	10 Years		N/A (separate monitoring manufacturer warranty)	
Power Warranty				
Start point	98%		98%	98%
Yearly decline	0.25%		0.5%	0.4%
End point	92%		86%	88.4%
Included Servicing / Labor				
Shipping – new part	Yes		Panel Only	
Shipping – old part	Yes		No	
Installation	Yes		No	
Warranty Terms to Note				
	25 years product (defect) coverage for all customers. Allows relocation of system. Allows beachside installations.		Customer pays if no fault is found by LG. Original sales receipt required. Modules must remain on the original location. Claim excluded if: <ul style="list-style-type: none"><li>• Ammonia damage (despite claiming certification to IEC62716, Ammonia corrosion testing)</li><li>• Rust</li></ul> Warranty information taken from LG's website in June 2018.	

# SunPower Warranty vs. Panasonic Solar Warranty

		SunPower® Complete Confidence	Panasonic Solar Warranty
Product Warranty			
	Panel	25 Years	15 Years, 25 Years*
	Inverter	25 Years	N/A (separate inverter manufacturer warranty)
	Racking	25 Years	N/A (separate racking manufacturer warranty)
	Monitoring Technology	10 Years	N/A (separate monitoring manufacturer warranty)
Power Warranty			
	Start point	98%	97%
	Yearly decline	0.25%	0.26%
	End point	92%	90.76%
Included Servicing / Labor			
	Shipping – new part	Yes	No
	Shipping – old part	Yes	No
	Installation	Yes	No
Warranty Terms to Note			
		25 years product (defect) coverage for all customers. Allows relocation of system. Allows beachside installations.	*25 years only if system is registered within 60 days. Claim excluded if: <ul style="list-style-type: none"><li>• Ocean spray</li><li>• "No evidence of purchase, or no proof of installation by a qualified licensed solar or electrical contractor."</li></ul> <i>Warranty information taken from Panasonic's website in Aug. 2017.</i>