



Namaste Solar - Residential Service Billing

Thank you for choosing Namaste Solar. We have seen many solar companies and technologies come and go, and our experience and expertise allow us to serve a variety of solar systems. If you purchased your system from Namaste Solar, your original contract dictates the official specific legal terms of any warranty you have with us. If your system was not installed by Namaste Solar, you will likely void any warranty you may have with your original installation company by allowing us to service your system. This document is designed to summarize our Residential Service Billing details for ongoing service work.

Billing:

It is often impossible to determine the cause of a system's issue prior to conducting a service appointment. For this reason, **ALL SERVICE APPOINTMENTS** are considered billable according to the rates specified below, unless one of the following warranties is found to be applicable during the onsite service appointment.

Service Fees

Service Fees vary depending on the type of service performed, the number of techs required and the time on site. Contact us for information on inspection, diagnostic and repair appointments. We also provide estimates for system enhancements and equipment installations.

<u>Other charges that may apply*</u>	<u>Rate</u>
Late-cancelation fee	\$50
Missed-appointment fee	\$250
Materials used	billed accordingly

Responsible Recycling Fees

	<u>Rate</u>
Optimizers / Microinverters	\$25
Modules	\$49
String Inverters	\$65

Details for additional charges include **late-cancelation fee if appointments are canceled after 1:00 p.m. on the previous business day, **missed-appointment fee** if sufficient access is not provided to technicians during the scheduled date and time, **materials used** to make the repairs, **responsible recycling** if defective electrical equipment requires disposal. The final price is subject to change pending service details and sales tax at the time of project completion.*

System monitoring:

We encourage you to check your monitoring system regularly and let us know if you have any questions or concerns that arise. We do not provide proactive monitoring of your system.

Namaste Solar Limited System or Workmanship Warranty Claims:

If the Namaste Solar Limited System Warranty applies, as stated in the customer's original purchase agreement, it **will be determined during the service appointment onsite** and the service appointment charges will be forgone. The Workmanship Warranty warrants that the system will be installed in a good workmanlike manner, free from material defects in assembly and installations techniques that would result in the system failing to perform in accordance with manufacturer specifications.

Manufacturing Limited or Original Equipment Manufacturing (OEM) Warranty Claims:

OEM Warranties may apply to some of your system's components. OEM warranties vary and are applied at the sole discretion of the manufacturer. **OEM warranty claims may cover the cost of eligible replacement materials, but do not guarantee coverage of the labor and/or all parts needed to address a warrantable claim.** Time spent troubleshooting for the manufacturer, calling the manufacturer to get a claim issued, processing and handling for the relevant materials, and the labor to install any warranty covered replacement materials will be billed according to standard billing rates.



Namaste Solar Residential Service Workmanship Warranty:

Namaste Solar's service work is warranted for 1 year from the service completion date. Under this warranty, Namaste Solar will resolve any system related workmanship issues caused by the service work performed.

Namaste Solar offers additional system support in the first 3 years after the system has been installed at a reduced cost to you for the following services:

- Year 1: Onsite support when basic remote system resets are not effective. *
 - Years 1-3: Troubleshooting and installation labor when manufacturer related warranty claims are applicable. *
- *Elective or required services beyond the scope of the above are billed at our standard rates in years 1-3 and beyond.*