



Residential Service - After Install

Our Residential Service Department acts as your partner to support your service needs!

Thank you for choosing Namaste Solar. We are solar industry veterans and strive to remain top experts in our field. 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. This document is designed to summarize our Residential Service offerings and commitments to you. Your original purchase agreement and manufacturer warranties dictate the official specific legal terms of your system's warranties.

Warranties:

Your system has two kinds of warranties associated with it, the Namaste Solar provided Limited System or Workmanship Warranty, and manufacturer provided Manufacturing Limited Warranties or Original Equipment Manufacturing (OEM) Warranties:

- The Namaste Solar Workmanship Warranty is applicable as stated in your original purchase agreement. The workmanship warranty covers issues that are a direct result of the work completed or actions taken by our install team during the installation process.
- OEM Warranties vary and are applied at the sole discretion of the manufacturer. These warranties generally cover the material costs of eligible pieces of equipment. These warranties do not cover the required labor associated with troubleshooting or replacing the piece of equipment.

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.

Customer service beyond the warranty:

In addition to supporting the above warranties, Namaste Solar offers additional system support in the first 3 years after the system has been placed in service at no cost to you for the following:

- Year 1:
 - Onsite support when basic remote system resets are not effective.
- Years 1-3:
 - Troubleshooting labor when manufacturer related warranty claims are applicable.
 - Labor for the replacement of a manufacturer covered warranty replacement component.
- Any elective or required services beyond the scope of the above listed are billed at our standard service rates.

Service Rates:

For services not covered in year 1-3, and services that occur after year 3, our standard service rates will apply. Our service pricing varies depending on the type of service performed, the number of techs required and the time on site. Contact us for information on inspection, repair and diagnostic appointments. We also provide estimates for system enhancements and equipment installations.

**Service rates are subject to change.*

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 until a warranty covered issue is found to be applicable during an onsite service appointment.