



## Namaste Solar Residential Service Offerings

Namaste Solar's Residential Service Department is an essential part of our commitment to total customer satisfaction. We aim to provide the strongest skill set, in-depth experience, and technical knowledge to keep your solar PV system running smoothly for years to come. Here are some of the services we perform:

Variable Rate Services	Manufacturer Warranty Work	Services NOT Offered
Please see our <a href="#">Namaste Solar Residential Service Agreement</a> for service pricing details for Namaste Solar installed systems.*	Manufacturing warranties cover some materials and may include a partial labor reimbursement.	Please visit the <a href="#">COSSA directory</a> for a list of certified service agents in your area.
<ul style="list-style-type: none"> <li>✓ PV system inspection</li> <li>✓ Inverter diagnosis &amp; repair</li> <li>✓ Inverter installation</li> <li>✓ Monitoring diagnosis &amp; repair</li> <li>✓ Monitoring installation</li> <li>✓ Animal guard installation</li> <li>✓ Animal damage repair</li> <li>✓ Module repair &amp; replacement</li> <li>✓ Microinverter repair &amp; replacement</li> <li>✓ Optimizer repair &amp; replacement</li> <li>✓ Snow guard installation</li> <li>✓ Battery repair &amp; replacement</li> <li>✓ De-install/Re-install (DeRe)</li> </ul>	<ul style="list-style-type: none"> <li>✓ ABB (PowerOne/Aurora)</li> <li>✓ Enphase</li> <li>✓ Fronius</li> <li>✓ Schneider (Xantrex)</li> <li>✓ SMA</li> <li>✓ SolarEdge</li> <li>✓ SunPower</li> <li>✓ Tesla Powerwall</li> <li>✓ LG</li> <li>✓ Hyundai</li> <li>✓ Kyocera</li> </ul>	<ul style="list-style-type: none"> <li>× Solar thermal or solar hot water</li> <li>× Off-grid or battery backup (unless installed by Namaste Solar)</li> <li>× Solar PV systems outside of our service area</li> </ul>
For all types of service and manufacturers listed we reserve the right to decline service at our sole discretion.		

*\*Pricing may vary for systems not installed by Namaste Solar. Please reach out to the Residential Service department for additional pricing information.*

## Useful Tips & FAQs

### How do I know if my system is performing the way it should be?

- For string inverter systems (multiple panels connected to one inverter), you can check to see if your inverter is running properly by looking at what is displayed on the inverter screen, or via your monitoring portal.
- If there is an error or alert showing, take a photo of that as well as your inverter's nameplate sticker (showing the make/model and serial number of the inverter) and email it to us with your request.
- If you have a SolarEdge inverter you can follow this [Inverter Reset](#) process to try to clear the alert.
- If you do not have monitoring, you can track your system's performance using this [performance tracking worksheet](#).
- For microinverter systems, the best way to check production is online via your monitoring platform.
- If you are unable to log into your monitoring portal, please reach out to the monitoring manufacturer for access assistance.

### My utility bill is not showing production, what does that mean?

- Depending on your utility, the monthly electric bill may not give you the full picture of what your solar system is doing. For instance, the PV could be operational and yet you still see a "net generated by customer" as zero on your utility bill. This just means you have used more electricity than you produced that month. Please contact your utility company to get information on how to read your bill.
- Your utility bill does not tell the whole story. It is important to know how to check your PV system's actual performance by using the performance tracking worksheet (above) or reviewing your monitoring portal.
- Helpful information for Xcel Energy customers:
  - Xcel Solar Rewards phone number: 800-895-4999
  - [Solar Rewards Metering and Billing FAQs](#)
  - [Solar Net Metering and Billing FAQs](#)

### I think I need a service appointment; how quickly can you send out a technician?

If a service appointment is required, we are generally available within 2-3 weeks of when you contact us, often sooner. Our standard dispatch fee includes up to one full hour onsite. If we believe more than one hour on site is required, we will provide an estimate during scheduling. When on site, if the technicians determine more time than was scheduled for the service appointment is needed for repairs, the technicians will document their visit and additional work required so that we can provide you with an estimate to return and do that work.

### What is the best way to contact Namaste Solar's Residential Service Department?

- The most efficient way to contact the Service Department is by filling out our [web form](#).
- You may also reach out via email or phone:
  - Email: [ServiceRequest@NamasteSolar.com](mailto:ServiceRequest@NamasteSolar.com)
  - Phone: (303)447-0300 ext. 106