



SunSure Limited Warranty for Solar Systems & Battery Storage

This Limited Warranty applies to the solar energy system installed at the address identified in your agreement (the "Property"). SunSure provides coverage for solar panels, inverters, batteries, and monitoring software (the "Covered Components") if they are defective or fail to perform as intended, subject to the terms and conditions described below.

Coverage Territory

United States and U.S. territories. Coverage includes parts, labor, and limited warranty protection.

Terms of Coverage

Warranty Term

Coverage begins on the date your solar system and battery storage are installed by a licensed contractor (the "Start Date") and continues for 30 years.

Parts & Labor

SunSure will pay for parts and labor required to repair or replace Covered Components that fail to operate as intended. This includes shipping costs and labor related to removal and reinstallation. If repair or replacement is not practical, SunSure may provide a refund for the component.

Replacement Components

Replacements may be new, refurbished, or of similar function if an identical match is not available. Returned components become the property of SunSure.

Monitoring Requirements

Internet connectivity and monitoring permissions must remain active during the coverage period.

Transferability

This warranty may be transferred to future property owners. However, coverage does not transfer if the system or any components are relocated.

Non-Defective Returns

If a returned component is found not to be defective, the customer will be responsible for shipping costs.

Battery Performance Guarantee

SunSure guarantees the battery will retain at least 50% of its original rated capacity by the end of the warranty period when used under normal conditions. If it fails to meet this threshold, SunSure will provide a replacement battery.

Power Output Disclaimer

SunSure does not guarantee a specific power output level. Reduced generation does not, by itself, indicate a defect.

Exclusive Remedies

Repair, replacement, or refund under this Limited Warranty are the only remedies available. Performing service under this warranty does not extend the original warranty term.



Exclusions

This Limited Warranty does not cover:

- Systems installed outside the U.S. and territories
- Altered or missing serial numbers
- Installations on mobile homes, vehicles, or vessels
- Damage caused by accidents, misuse, pests, or improper installation
- Environmental damage (soot, salt, acid rain, pollution, etc.)
- Failures from third-party devices or unauthorized modifications
- Natural disasters (earthquakes, floods, lightning, hurricanes, fire, etc.)
- Normal wear and tear

Claims Process

To file a claim, contact your authorized SunSure representative, or submit directly in writing to:

SunSure, Inc.

[Your Office Address]

Phone: [XXX-XXX-XXXX]

Claims Portal: [Insert SunSure Claim Link]

Legal Notice

To the extent permitted by law, any implied warranties of merchantability or fitness are limited to the duration of this Limited Warranty. SunSure will not be liable for incidental or consequential damages such as lost revenue, loss of use, or property damage. Some states do not allow limitations on implied warranties or exclusions of damages, so these limitations may not apply to you. This Limited Warranty grants you specific legal rights, which may vary by state.