



Solar Insure's warranties do not cover certain items, including workmanship, homeowner's insurance claims, production losses, electrical equipment, and the items listed below.

Regardless, if you are having issues with your system you are encouraged to contact your solar installer or Solar Insure directly for support.

The following is a non-exhaustive list of claims exclusions examples based on our terms and conditions which can be found at www.solarinsure.com/warranties:

1. Outside the US
2. Altered serial numbers
3. Mobile Home, Vehicle, or Vessel
4. Accident, misuse, abuse, neglect, improper installation, not in conformance with specs, manual, instructions, improper sizing, rodent infestation
 - a. Workmanship, wiring, and improper installation
5. Environmental pollution/flying objects
6. Failure caused by devices other than the components themselves
 - a. Firmware Updates
 - b. Wi-Fi connection kits, cellular connection kits/modems*, data transfer units (DTUs)*, or other add-on functionality dongles used for communication connectivity.
 - i. Enphase Envoys are covered for 5 years from the date of installation.*
 - ii. Tesla Gateways are covered for 10 years from the date of installation.*
 - c. Monitoring Connection Issues
7. Damage/Failure caused by improper or incorrect maintenance, operation, or modification:
 - a. Issues caused by foot traffic
 - b. Roof penetrations beyond 3" outside the roof attachment
8. Repairs/Non-licensed techs
 - a. Non-Authorized PPA/Leased Systems
 - b. Any provider performing work or repairs not authorized by Solar Insure
9. Inappropriate handling during storage/transportation
10. Non-compliance with electrical/building codes
 - a. Low Voltage Conditions
 - b. Conduit/J-Boxes Wiring
 - c. Main Service Panel/Breaker Issues
 - d. Production Guarantee

**These exclusions vary by manufacturer and product specifications.*



11. Natural Forces:

- a. Weather Events (Storm, high wind, hail, and subsequent impact damage)
- b. Power Surges
- c. Leaks triggered by falling tree limbs or wind-driven debris
- d. Water damage due to ice dams

12. Normal wear and tear

13. Damage caused by unauthorized parts/equipment or by unauthorized system changes

- a. Unauthorized parts/Equipment
 - b. System Expansion/Additions without Verification
 - c. Roof Damages (if the roof was altered after installation)
 - d. Removal and Reinstalls
- Service calls that do not result in warranty work
 - Schedule Related Issues
 - Any roof assigned a roof waiver
 - Roof penetration coverage is limited to flash and seal 3 inches from the penetration point

**These exclusions vary by manufacturer and product specifications.*