



Sunbug Service Team

The Sunbug Service team is committed to providing high quality service in a reasonable timeframe. We are honest in our diagnoses and strive to deliver value through practical solutions. We work in a challenging industry where the availability of service technicians is limited, the issues are often complex, but we strive to be an industry leader in all aspects of our work.

Service Expectations

1. **Communication** - The Sunbug Service team's hours of operation are from 9 am to 5 pm, Monday-Friday, excluding major holidays. Calls and emails received outside of these hours will be addressed during regular business hours.
 - a. The Sunbug Service team will respond to all initial service inquiries within 48 hours, excluding weekends and holidays.
 - b. Once the initial inquiry has been confirmed, the team will make every effort to provide an update once a week.
2. **Troubleshooting process** - Each new service inquiry is documented using an internal tracking system. All service inquiries are assessed and assigned a level of urgency (see below). The Sunbug Service team will make every effort to troubleshoot issues remotely using the online monitoring tools and working with the customer via phone and email. For a detailed description of the process, please see **Appendix I**.
3. **Expectations of the Customer** - To ensure a smooth resolution of your service issue, please keep the following in mind:
 - a. **Troubleshooting Assistance** - The Customer may be asked to troubleshoot issues on site before the Sunbug Service team sends a technician. The Sunbug Service team will only ask the customer to perform tasks that are straightforward to complete and will never ask nor recommend that the customer do any form of electrical work.
 - b. **Providing Information** - The Customer may be asked to provide certain information for the Service team, such as pictures or a verbal description of the issue. The Sunbug Service team acknowledges that the Customer may be unable to provide this information due to physical limitations or distance. In this event, the Customer will inform Sunbug Service of said limitations.
 - c. **Fees** - The Customer acknowledges that for any issue not fully covered by the Enhanced Product Warranty or Workmanship Warranty there will be charges. These charges will include a standard truck roll fee as well as other expenses. For services with a flat charge, the relevant fees will be incorporated into the charge structure.



- d. **Service Agreement** - The Customer agrees to sign the service agreement if one is required.
- e. **Timely Payments** - The Customer will pay invoices in a timely manner.
- f. **Respectful Conduct** - The Sunbug Service team reserves the right to refuse service to any customer if said customer acts in an abusive or inappropriate manner towards any Sunbug employee, including members of the Service team.

4. **Warranty Issues - Service Urgency Level definitions and timelines.**

While the Sunbug Service team believes that all customer issues are important, out of necessity these issues must be prioritized. Priority is given to issues where safety is in question or ongoing damage is possible, and then to major and significant outages and finally to small outages and monitoring issues. All Warranty replacements are dependent on the availability of equipment from the manufacturer.

- a. **Tier 1** - Issues are limited to the following situations: active roof leaks, anything determined to present an active safety hazard.
 - i. The Sunbug Service team will visit the site in 3-8 business days.
- b. **Tier 2**- Full system outages, partial (string-level) system outages, critter or snow guard repair, animal damage, incentive reporting issues.
 - i. The Sunbug Service team will either correct the issue remotely or visit the site in 2-6 weeks of obtaining a signed service agreement from the customer and receiving replacement equipment (if necessary) from the manufacturer.
- c. **Tier 3** - sub string-level issues (such as individual modules being inoperable), including optimizer and microinverter replacements, and communication issues that are not impacting the customer's ability to report their production for incentives.
 - i. The Sunbug Service team will either correct the issue remotely or visit the site in 4-10 weeks of getting a signed service agreement from the customer and receiving replacement equipment (if necessary) from the manufacturer.
- d. **Removal and Reinstallation**- Due to the scope of this service, Removal and Reinstallation of a system falls outside of the normal tiered system. It is not considered a routine service and requires more project management as well as permitting. The timeframe for an "R&R" is typically 8-12 weeks. If there is an active roof leak, Sunbug will attempt to prioritize the removal of the system, but the reinstallation process will still be subject to the standard timeline.

- 5. **Warranty Issues - Process** - The process varies according to the warranty in question as well as the manufacturer. Sunbug will follow the process as required by the



manufacturer or the Customer's contract, as the situation dictates. For a description of the process, please refer to **Appendix II**

6. **Warranty Scope** - The scope of the warranties can be found in section II of the Terms and Conditions section of the Customer's Turnkey Contract or Construction Agreement.
7. **Non-Warranty corrective issues** - If a system is out of warranty and corrective maintenance is required, the Sunbug Service team cannot guarantee that it will be able to restore functionality to the system as is. For a list of limitations please refer to **Appendix III**
8. **Elective Service** - The Sunbug Service team's top priority is corrective maintenance for existing Sunbug installations. Additions to existing systems are considered "elective" service and they are given lower priority than corrective maintenance. This means that the timelines for these services are necessarily longer than corrective maintenance. Examples of elective service would include adding a snow guard or consumption monitoring to an existing system.

Appendix I

Troubleshooting Process

- a. If the issue cannot be resolved remotely, then the Sunbug Service team will dispatch a technician to address the issue on site.
- b. Issues are prioritized and higher priority issues will be addressed sooner than lower priority issues.
- c. If there is a charge for the service, the Sunbug Service team will provide a written service agreement beforehand. The service agreement will provide either a quoted price (flat fee) or an estimated price range. The Customer will then sign the service agreement to acknowledge they understand the costs associated with the service visit.
- d. The Service team will schedule a service appointment via phone or email with the customer beforehand. The Service team will not schedule an appointment without confirmation from the Customer.
- e. The Service team will attempt to resolve the issue in the fewest visits possible. However, not all issues can be resolved with a single visit.
- f. If multiple visits are required, the Service team may need to provide multiple service agreements.



- g. The Service team will withhold most invoices until the issue is resolved, unless otherwise stated in the service contract. Once an issue is resolved, invoices will be sent to the Customer within 2 weeks.

Appendix II

Warranty Process

- a. Manufacturer's warranties - For all warranty replacements, Sunbug must receive a Return Merchandise Authorization (RMA) from the manufacturer. The process to receive this RMA varies by issue and by manufacturer. Sunbug Service cannot guarantee that we will provide warranty replacements until we are given an RMA by the manufacturer.
 - i. If the situation allows it, Sunbug Service will request a remote RMA before performing a site visit. If the remote RMA is approved, then the Sunbug Service team will have the replacement equipment shipped to our office and we will replace the equipment.
 - 1. The warranty replacement will not be scheduled until Sunbug Service receives shipping information from the manufacturer and can confirm a shipping date.
 - ii. If a remote RMA is not possible, then a site visit will be required to obtain an RMA.
 - 1. If possible, the Sunbug Service technicians will bring replacement hardware to the site so a warranty replacement can be completed in a single trip. The Sunbug Service technician will call in an RMA request from the field if possible, and get confirmation that the RMA has been approved.
 - 2. If it is not possible to bring replacement equipment, then multiple site visits will be required.
 - iii. On all RMA replacements, there is a labor charge, unless the visit is covered by an additional warranty, such as the Enhanced Product Warranty. If an initial site visit is required to determine the RMA, then this site visit will also require a service charge.
 - iv. RMA Timelines - We understand that waiting for replacement equipment can be frustrating. Unfortunately, we don't have any influence on the manufacturer's timelines. This means that we are unable to prioritize specific customers' warranty issues or expedite replacement equipment. Given labor and supply shortages amongst other industry challenges that arise, timelines for replacement can vary significantly both between products and across calendar years. Sunbug generally doesn't have concrete information about the timeline until the equipment is actually shipped.
- b. Sunbug Enhanced Product Warranty -



- i.* The Sunbug Enhanced Product Warranty (EPW) is supplemental to the manufacturer's warranty. It is intended to cover the labor charges of warranty service.
 - ii.* All Sunbug customers receive a year of the EPW as part of their purchase. All customers are eligible to extend the warranty by 9 years. These extensions must be requested within the first calendar year following permission to operate (PTO).
 - iii.* The scope of the EPW is defined in the customer's Construction Agreement or Turnkey Contract.
 - c.* Sunbug Workmanship Warranty -
 - i.* The Sunbug Workmanship warranty is defined in the customer's Construction Agreement or Turnkey Contract.
 - ii.* Workmanship issues must be diagnosed by a Sunbug field technician. Since it is impossible to diagnose a workmanship issue remotely, the Customer will receive a service agreement including an estimated price before the site visit.
 - iii.* If the issue is determined to fall under the Workmanship warranty, then the customer will be informed of this and charges for services will not apply.

Appendix III

Limitations of Out of Warranty Equipment

- a.* It may not be possible to provide "like for like" replacements of equipment. Technology changes over time, and there may not be any simple replacements for the equipment once it is out of warranty.
 - i.* The Sunbug Service team will attempt to source "like for like" replacement equipment.
 - ii.* If no replacement equipment is found, then it will provide an alternative solution, this solution may require additional electrical and design work as well as additional permitting.
- b.* Manufacturers may no longer provide technical support for out of warranty equipment.
 - i.* Sunbug Service technicians rely on technical support from the manufacturer. If a system is out of warranty, the manufacturer may not provide any support. This may prevent the Sunbug Service team from troubleshooting any issues. In these instances, Sunbug will exhaust all other available options, including replacement of the equipment if such equipment can be found.



- c. Due to these limitations, the timelines for these issues are difficult to predict. The Sunbug Service team will attempt to source replacement equipment within four weeks of the initial inquiry. However, if any electrical redesign or permitting is required, the timeline for restoring service may be extended by an indeterminate period of time.