



## Freedom Solar Monitoring Policy

- 1) Freedom Solar will monitor a client's setup for two years from the Permission to Operate (PTO) date to make sure the Monitoring service is performing as expected.
- 2) During that time we will actively send the customer alert emails when their monitoring is down and direct the customer to the area on the Freedom Solar website listing the information necessary to get the equipment back up and running. We will work with the client via email to help them get their monitoring back up. If necessary, we will schedule a service call, free of charge to help the homeowner fix internet communication issues if they are unable to fix themselves.
- 3) After the warranty period, Freedom Solar will no longer actively send out alert emails when monitoring goes down. It becomes the customer's responsibility to provide an active internet connection to their monitor. Freedom Solar will continue to provide information and help when the customer notices it is down and contacts us. There will be a service charge for any site visits due to internet issues after the warranty period.
- 3) With the exception of Freedom Solar Lease customers (who we will continue to monitor ourselves), the client will now have the responsibility to use these monitoring tools to view how their systems are performing and to use the remedies listed on the website to resolve any monitoring issues. If they were not successful at remedying the problem, the client should notify Freedom Solar via our new email address: [Monitoring@freedomsolar.net](mailto:Monitoring@freedomsolar.net) and we will investigate and help resolve if the client is within the two-year period.
- 4) If the internet connection device is faulty and still under the equipment manufacturer's warranty, we will contact the vendor and request, provide and install the new component at no charge to the customer
- 5) If the monitoring equipment is no longer covered by the vendor's warranty (anywhere from 2 years to 25 years depending on the equipment and the vendor), the client has the choice to request that Freedom Solar purchase replacement equipment and install it. Freedom Solar will give them a quote for the equipment and labor involved. As a rule of thumb, a service call will cost \$150 for the first 30 minutes and \$50 for each 30 minutes thereafter.

The detailed information for addressing monitoring communications issues can be found at:

<http://freedomsolar.net/monitoring>