



LAUNCH PACKET

PREPARED FOR

Name: Alireza Nikzad

Address: 2046 MacArthur Street, Houston, TX 77030

Project Size in KW: 8.6 kW

Type of Project: Solar + Storage

NEED SERVICE?

For monitoring, additional panels, critter guards, system or roof repairs:

☎ (800) 504-2337, Option 4

✉ service@freedomsolarpower.com

🖱 freedomsolarpower.com/service-department



LETTER FROM OUR CEO

Dear Alireza,

On behalf of everyone at Freedom Solar, I would like to thank you for choosing our team to perform your recent installation. We are proud that you have joined the growing ranks of the solar revolution and humbled by your trust in us. Welcome to the Freedom Solar family!

I have been leading this company for over a decade with a singular purpose - to help clients like you make a difference for your family and for the planet - and guided by the north star of delivering every customer the best product installed the right way because, like you, we are in this for the long haul.

If you ever have issues with your system or feedback for our team, please do not hesitate to contact our customer care team.

Congratulations, and thank you for your business!

Sincerely,

Bret Biggart
Chief Executive Officer
Freedom Solar Power

YOUR NEXT STEPS

- ☐ Activate Your System and Set Up Monitoring
- ☐ File Your Federal Tax Return with the Solar Credits Form 5695
- ☐ File Your Property Tax Exemption Form
- ☐ Add Your System to Your Homeowner's Insurance Policy
- ☐ Learn How to Read Your Utility Bill
- ☐ Help Others Go Solar!
- ☐ Check Out the Post-Installation Services We Offer

YOUR SYSTEM & YOUR IMPACT

System Details

Capacity	8.6 kW
Annual Generation	11,141 kWh
Energy Offset	42%
25-Year Savings	\$68,759

Product Details

Solar Modules	(20) Q.TRON BLK M-G2+ 430
Inverter System	IQ8MC-72-M-US
Monitoring System	Enphase IQ Gateway
SunPower® Warranty Registration ID	WCPIA5-202506091140-03

Environmental Details

The amount of greenhouse emissions offset by this solar system over 25 years is equivalent to:



4,183
NUMBER OF TREES PLANTED



184,158
POUNDS OF COAL
NOT BURNED



414,692
TONS OF WASTE RECYCLED
INSTEAD OF LANDFILLED

SOURCE: EPA Greenhouse Gas Equivalencies Calculator
www.epa.gov/energy/greenhouse-gas-equivalencies-calculator

SYSTEM ACTIVATION & MONITORING

Let's energize your new solar power system! This guide will walk you through how to turn it on and how to log into your monitoring portal. Here's how it works:

Turning on Your System

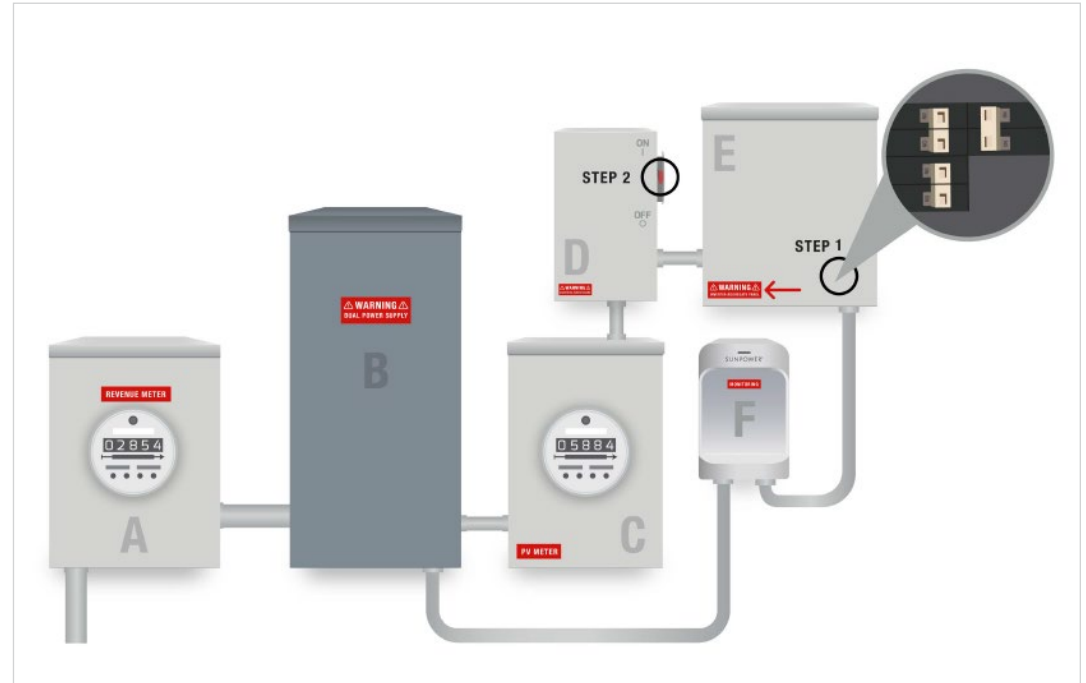
The diagram shows how to energize your solar system. If you are having trouble determining which electrical box is your solar aggregate panel, look for the box with a red warning sticker that says "Inverter Aggregate Panel" (indicated by a red arrow in the diagram).

Step 1

Open your solar aggregate panel by pushing up the tab in the bottom left corner and confirm that the breakers are in the "ON" position. Close the panel.

Step 2

Pull the lever handle on your disconnect switch into the "ON" position.



Setting Up Your Monitoring Portal

Your installer will set up your MyEnphase account and you will receive an email with your Enphase Site ID when the activation process is complete.

Monitoring Website

[https://
enlighten.enphaseenergy.com/](https://enlighten.enphaseenergy.com/)

iPhone App

[https://enphase.com/
homeowners/enphase-
app](https://enphase.com/homeowners/enphase-app)

Android App

[https://enphase.com/
homeowners/enphase-app](https://enphase.com/homeowners/enphase-app)

PAID IN FULL STATEMENT



PAID IN FULL

STATEMENT

DATE:

05/21/2025

ISSUED TO:

Alireza Nikzad

2046 MacArthur Street,
Houston, TX 77030

ISSUED FOR:

(20) Q.TRON BLK M-G2+ 430
Solar Panels, IQ8MC-72-M-US,
(2) Tesla Powerwall 2,
Enphase IQ Gateway
Monitoring, Pegasus Instaflash
Racking System,
Miscellaneous Materials

DESCRIPTION

AMOUNT

Total System Price

\$60,101.00

Price for Battery Storage Components: \$32,916.00

☎ 1(800) 504-2337
📍 4801 Freidrich Ln, Ste 100, Austin, TX 78744
🌐 freedomssolarpower.com

Freedom Solar, LLC TECL #28621
Regulated by the Texas Department of Licensing and Regulation
P.O. Box 12157, Austin, TX 78711
1(800)803-9202 | (512)463-6599
www.license.state.tx.us/complaints

FORM 5695: RESIDENTIAL ENERGY CREDITS HELP

Filing Requirements for Solar Credits

- To claim the credit, you must file IRS Form 5695 as part of your tax return; calculate the credit on the form, and enter the result on your 1040.
- If you end up with a credit in excess of your income tax due (i.e. \$3,000 credit on a \$2,500 tax bill), you cannot use the credit to get money back from the IRS.
- Credits may be carried over to the following tax year. Rules about carrying forward and backward may vary for each person; please consult a tax professional for the current rules.

5695
Form
Department of the Treasury
Internal Revenue Service

Residential Energy Credits

► Go to www.irs.gov/form8955 for instructions and the latest information.
► Attach to Form 1040, 1040-SR, or 1040-SS.

OMB No. 1545-0047
21
EFFECTIVE DATE 1-1-21
Your federal income tax return

Part I Residential Energy Efficient Property Credit (See instructions before completing this part.)

Note: Skip lines 1 through 11 if you only have a credit carryforward from 2020.

- 1 Qualified solar electric property costs 1
- 2 Qualified solar water heating property costs 2
- 3 Qualified small wind energy property costs 3
- 4 Qualified geothermal heat pump property costs 4
- 5 Qualified biomass fuel property costs 5
- 6a Add lines 1 through 5 6a
- b Multiply line 6a by 26% (0.26) 6b
- 7a Qualified fuel cell property. Was qualified fuel cell property installed on, or in connection with, your main home located in the United States? (See instructions). 7a Yes ☐ No ☒
- b If "Yes," you checked the "No" box, you cannot take a credit for qualified fuel cell property. Skip lines 7a through 11. 7b
- c Print the complete address of the main home where you installed the fuel cell property. 7c

Number and street	Unit No.
City, State, and ZIP code	

- 8 Qualified fuel cell property costs 8
- 9 Multiply line 8 by 26% (0.26) 9
- 10 Kilowatt capacity of property on line 8 above \$ 100
- 11 Enter the smaller of line 9 or line 10 11
- 12 Credit carryforward from 2020. Enter the amount, if any, from your 2020 Form 5695, line 16 12
- 13 Add lines 8b, 11, and 12 13
- 14 Limitation based on tax liability. Enter the amount from the Residential Energy Efficient Property Credit Limit Worksheet (see instructions) 14

15 Residential energy efficient property credit. Enter the smaller of line 13 or line 14. Also include this amount on Schedule 3 (Form 1040), line 15 15

16 Credit carryforward to 2021. If line 15 is less than line 13, subtract line 15 from line 13 16

For Paperwork Reduction Act Notice, see our [tax info](#) website instructions.

Go to [www.irs.gov](#)

Form **5695** (2021)

Federal Tax Credit for Solar

We recommend you discuss possible tax credits with your personal tax professional. You can find a copy of the required tax form on the IRS website or download by clicking the link below.

DOWNLOAD

<https://www.irs.gov/pub/irs-pdf/f5695.pdf>

MANUFACTURER'S CERTIFICATIONS

Instructions to retrieve Manufacturer's Certifications

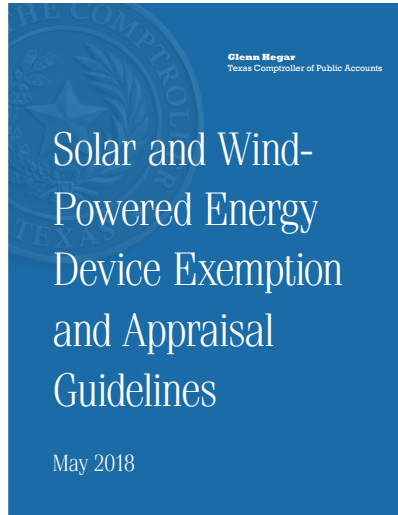
- The instructions to IRS Form 5695 (Residential Energy Credits) state that homeowners may rely on product manufacturer certifications that their products qualify for the applicable tax credit. These manufacturer's certifications are for your records only, and should not be attached to your tax return.
- Certain manufacturer's certifications are listed on our website, and can be retrieved at the link to the right.
- If you have any questions about what equipment that was installed on your home, refer to page 3 of certain launch packets, or reach out to our customer care team at customerservice@freedomsolarpower.com.

We recommend you discuss possible tax credits with your personal tax professional. You can find a copy of certain manufacturer's certifications at the link below.

DOWNLOAD

<https://freedomsolarpower.com/manufacturer-certifications>

FORM 50-123 TEXAS PROPERTY TAX EXEMPTION



Texas Property Tax Exemption Information

You may qualify for a property tax exemption if you install a solar PV system on your property. Check out this guide from the Texas Comptroller for more information.

READ NOW

<https://comptroller.texas.gov/taxes/property-tax/docs/96-1569.pdf>

The image shows a screenshot of the "Exemption Application for Solar or Wind-Powered Energy Devices" form, labeled "Form 50-123". The form is titled "Exemption Application for Solar or Wind-Powered Energy Devices" and "Form 50-123". It includes sections for "GENERAL INSTRUCTIONS", "FILING INSTRUCTIONS", "SECTION 1: Property Owner/Applicant", "SECTION 2: Authorized Representative", and "SECTION 3: Type of Solar and Wind-Powered Energy Device". The form is designed to be filled out by property owners or their authorized representatives to apply for a property tax exemption.

Form 50-123

You may find a copy of the Texas property tax exemption Form 50-123 on the comptroller's website at (the form will automatically download on most browsers)

DOWNLOAD

<https://www.comptroller.texas.gov/forms/50-123.pdf>

IMPORTANT!

You must file a complete application and supporting documentation between **January 1 and April 30** of the exemption year. Fill out the application form and submit it to your tax appraisal district's chief appraiser.

HOW TO CHOOSE A RETAIL ELECTRICITY PROVIDER

You live within a competitive electricity market in Texas, which means that you have a choice among retail electricity providers (REP) to supply the electricity you will need from the grid as a backup to your solar power system. Not all providers offer solar buyback programs, so you will need to switch your electricity plan in order to get credit on your bill for the solar energy your system generates.

You can switch to a buyback plan after receiving permission to operate (PTO) from your utility. You will need to provide your PTO letter to the REP you select and ask to enroll in their buyback plan. If you have questions about recommended providers or would like assistance making the switch, please contact your Energy Consultant.

Two electricity plans that offer good 1:1 solar credits:
TXU Energy – visit www.txu.com/FreedomSolar to sign up
Tesla Electric – visit www.tesla.com/tesla-electric to sign up



Here are the resources we recommend to help you choose the right provider and plan:



Texas Power Guide

READ NOW

www.texaspowerguide.com/solar-buyback-plans-texas



Power to Choose

READ NOW

www.powertochoose.org

NOTE

Solar buyback plans do not make sense for all solar customers, depending on the current buyback plan rates, your energy offset percentage, and the time of year. Your Energy Consultant will advise you on the best time to switch!

TXU Energy Solar Buyback

Get paid for the excess energy your solar panels generate and offset up to 100% of your energy charges.¹

Rollover bill credits

Keep your unused credits for future bills²

Bill transparency

See how much you're earning in your Buyback Bank

Competitive buyback rate

We'll pay you up to your full energy rate

**Call our dedicated solar team at
855-861-0494
to start earning with buyback.**



© 2024 TXU Energy. All rights reserved. REP #10004

Solar Buyback Match

1-to-1 buyback rate (get paid the same rate you pay us)
Great for homeowners with larger systems that produce
a lot of excess energy.

Sign up at txu.com/freedomsolar or call 855-861-0494.

¹ Buyback Credits can offset up to 100% of your Energy Charges each month (excluding base charge, TDU charges, and all other taxes and fees). Buyback Credits will be automatically applied to your monthly bill when we receive a meter read from your TDU for your Excess Energy, which may take up to 3 full billing cycles for the first meter read if you have a new installation.

² Unused credits will be banked, up to a certain amount as described in your Electricity Facts Label, and automatically applied to future bills to offset any remaining Energy Charges. You may keep your banked credits if you are enrolled on an eligible TXU Energy solar buyback plan. Banked credits have no cash, credit, or other redemption value and are non-transferable.

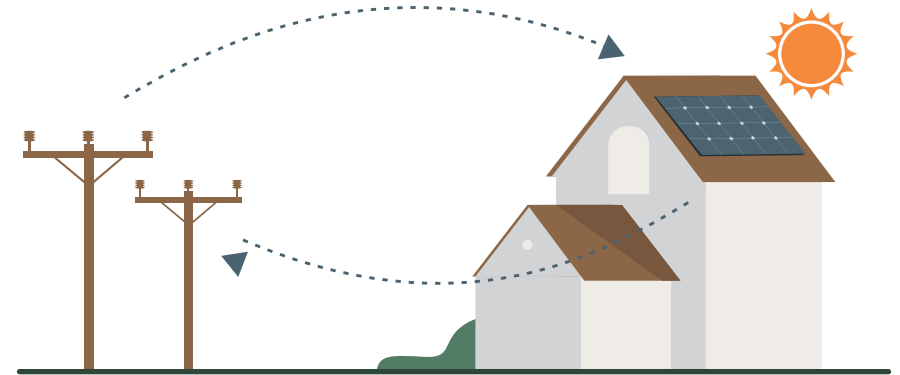


HOW TO READ YOUR ELECTRIC BILL (PART 1)

After your solar power system is installed, your utility company will install a new “bi-directional” meter on your home. This meter will record and report two different energy readings, measured in kilowatt-hours (kWh), to the utility:

➔ How many kWh go from the grid to your home

➔ How many kWh go from your home to the grid



SOLAR NET-METERING UTILITIES

The energy you send to the utility will be subtracted from the energy you receive from the utility. The result will be your “net consumption.” If your system generates more energy than you use in the month, the net consumption may be negative. Typically, the negative amount will be credited to your next month’s bill.

Residential Electric

Service Availability Charge	\$8.25
Energy Charge 543 kWh x \$0.0668	\$36.27
Fuel Adjustment 543 kWh x \$0.0676	\$3.67
Regulatory Adj 543 kWh x \$0.0523	\$2.84
Total Electric Bill (Non-Taxable)	\$51.03

Meter Read Detail

Electric Meter	Previous	Current	Consumption
#4273969	50128	51639	1,511 kWh
#4273969	18397	19365	968 kWh

Total Net Billing Consumption

543 kWh

“Net” Energy you
are billed for

Energy you
received
from the
utility

Energy you
sent to the
utility

OTHER UTILITIES

Other utilities may calculate a monetary value for all energy consumed and all energy produced. They will charge you for your consumption and subtract a credit for the energy you generate.

Current Meter Read 1/20/2022	13933
Previous Meter Read 12/20/2021	13457
kWh Usage	476
Days in Cycle	30
Energy Charge 476 kWh @\$0.139/kWh	\$66.16
Solar Buyback Credit	-\$45.04
Gross Receipts Tax Reimbursement	\$0.42

Current Charges	\$21.54
Previous Amount Due	-\$30.34
Payment	\$0.00
Balance Forward	-\$30.34
Balance Forward: Non-Electricity	\$0.00
Credit Balance	-\$8.80

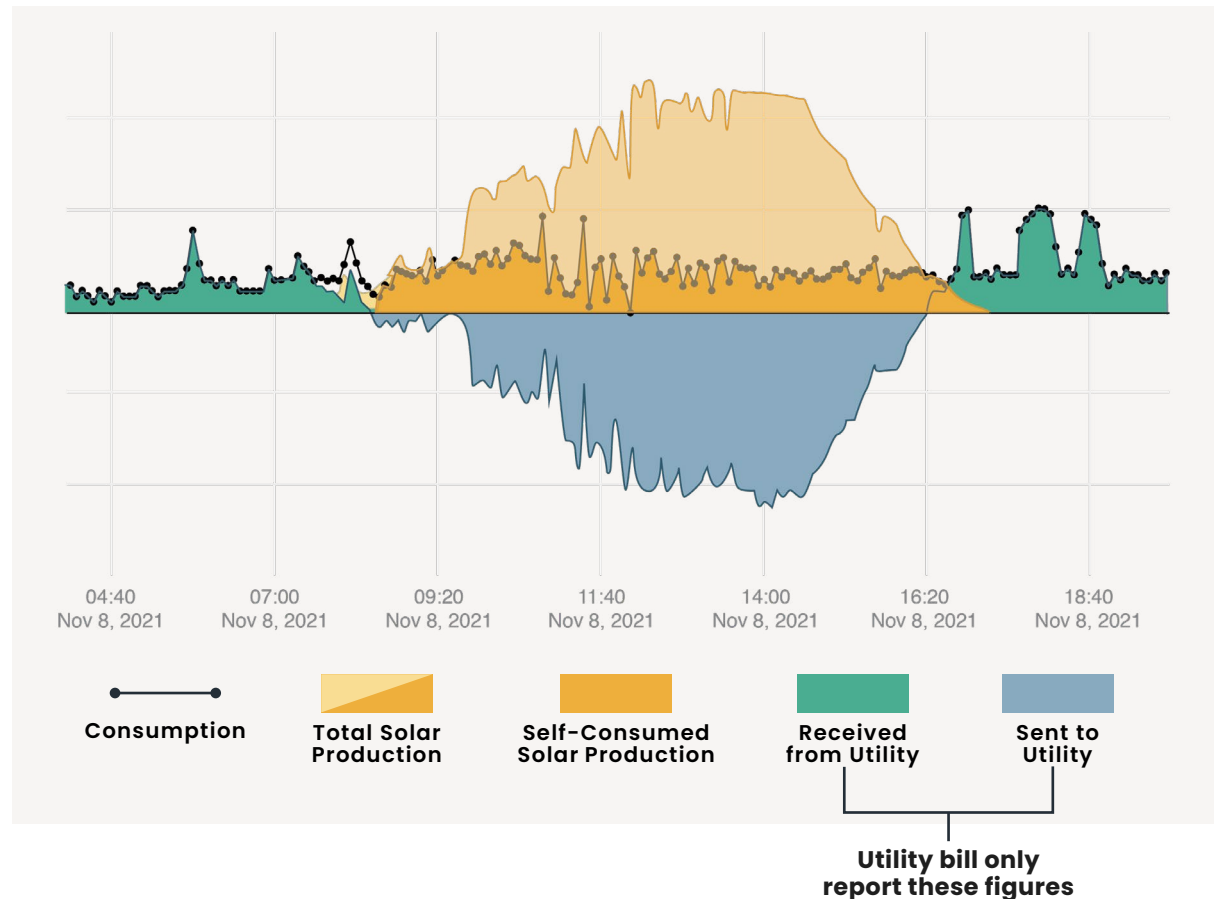
476 kWh
you
received
from the
grid

324 kWh
you
sent to
the grid

HOW TO READ YOUR ELECTRIC BILL (PART 2)

It is important to understand that the energy that goes from your home to the grid **does not represent the total production of your solar PV system**. Some of your solar production will be “self-consumed” by your home. The remaining power that is in excess of your home’s demand will flow back to the utility. The only way to determine how much energy your solar PV system is producing is to look at your solar monitoring portal, such as the MySunPower app.

Below is a chart showing a typical day of a solar PV system. As you can see, some of the energy produced by the solar array is “self-consumed”, and the remaining excess power flows back to the utility, where it will be measured and reported by the utility’s bi-directional meter.



SHARE MORE SOLAR

Help your friends, neighbors, and coworkers discover the financial and environmental benefits of solar power while accelerating your own impact.

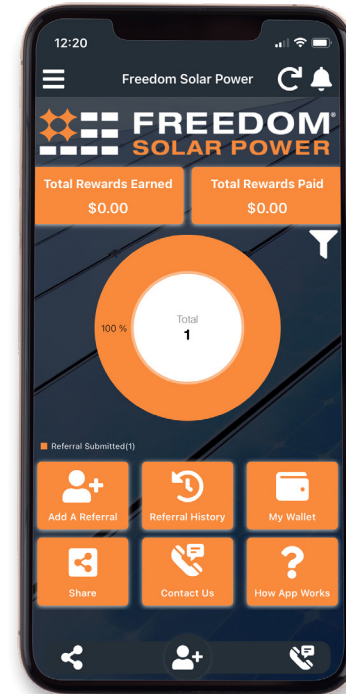
We offer \$500 per homeowner you refer and \$1,000 per company you refer when they go solar with us. You can pay that forward to your referral, donate it to a charitable organization, or keep it to improve the payback of your system.

Get Started!

Register at: FreedomSolarPower.com/Refer-Us or download the **Freedom Solar App** in the App Store or Google Play

- 1 Tap the Create and Account button
- 2 Select your sales rep, enter your information and submit
- 3 Tap +Add Referral
- 4 Submit your referral's contact information
- 5 Track referral progress and transfer earnings directly to your PayPal, your bank account or a gift card.

TIP: Turn on push notifications to be notified when you earn rewards!



\$500
*per residential
referral*

\$1,000
*per commercial
(business)
referral*

Sharing Your Referral Link

- 1 Log onto the app or the web portal
- 2 Select the menu and then Share
- 3 If you're on mobile, tap the phone icon, tap Share Referral Form, and copy your link. If you're on the web portal, click 'Copy Referral Form Link'
- 4 Send your link to family & friends. When they enter their info we'll contact them on your behalf!

POST-INSTALLATION SERVICES

Warrantied Services

Your Freedom Solar installed system is backed by our 25 year workmanship warranty. Our in-house service team is happy to assist you with all of your post-installation needs.

If you have any questions regarding system monitoring and production, ownership transfer, leak investigations, or equipment failures you can contact us by opening a Request Service Form on our website.

[Request Service](https://freedomSolarPower.com/Service)

[FreedomSolarPower.com/Service](https://freedomSolarPower.com/Service)

Auxiliary Services

In addition to warrantied services, our team provides a menu of services designed to optimize performance and protect your investment. These services include:

- Critter Abatement
- Solar Panel and Battery Additions
- Detachment and Reinstallation



SOLAR PROPOSAL



Freedom Solar LLC TECL # 28621
Regulated by The Texas Department
of Licensing and Regulation

P O Box 12157, Austin, TX 78711
1 (800) 803-9202
(512) 463-6599
www.license.state.tx.us/complaints

Prepared By: Spencer Sobolik

PROPOSAL FOR

Nosrat Ghadimi-Mahani
ngmahani@yahoo.com
2046 MacAurthur Street, Houston, TX 77030
Utility: Centerpoint
7.900 kW Solar System
Expires 12/31/2023

YOUR SOLAR SYSTEM



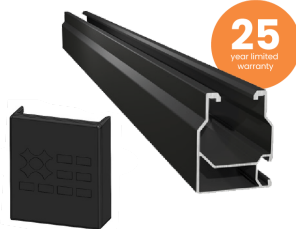
Mission Solar Energy Panels



Enphase IQ8 Inverter



Enphase Monitoring



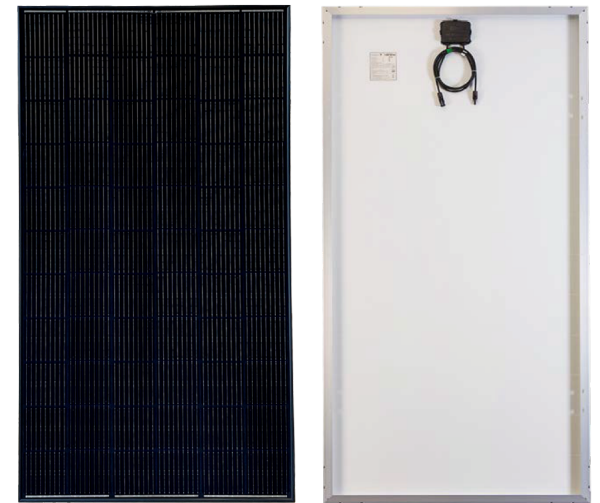
Pegasus Solar

MATERIALS

20 Mission Solar 395 Watt Panels
20 Enphase Microinverters
Enphase IQ Gateway Monitoring
1 Pegasus Instaflash Racking System
1 Tesla Powerwall & Gateway
1 Additional Tesla Powerwall(s)

Warranty:

Hassle-free 25-year product, power, and workmanship warranty.



YOUR STORAGE SYSTEM



Tesla App

- 1 Meter box
- 2 Gateway
- 3 Distribution board
- 4 Isolator
- 5 Powerwall

MATERIALS

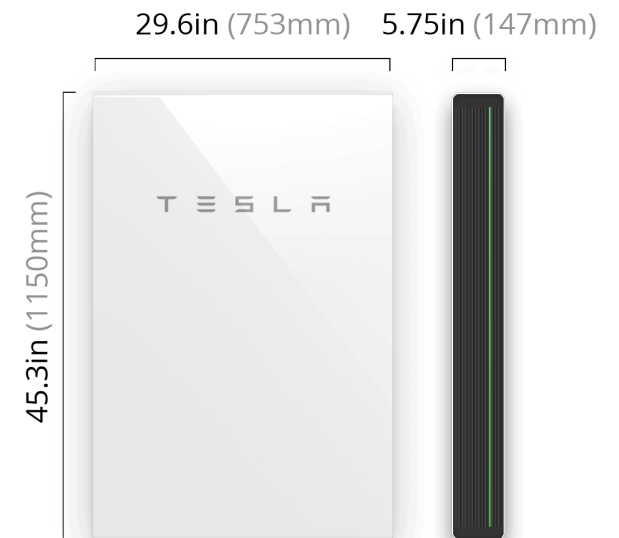
2 Powerwall 2 Batteries

1 Gateway

1 Tesla Monitoring

Warranty:

10- year product warranty guaranteed at 70% for the 10th year



YOUR SOLAR SYSTEM'S PRODUCTION*

System Size	7.900 kW
Yearly Production	10,783 kWh
Panel Type	Mission Solar 395
Number of Panels	20

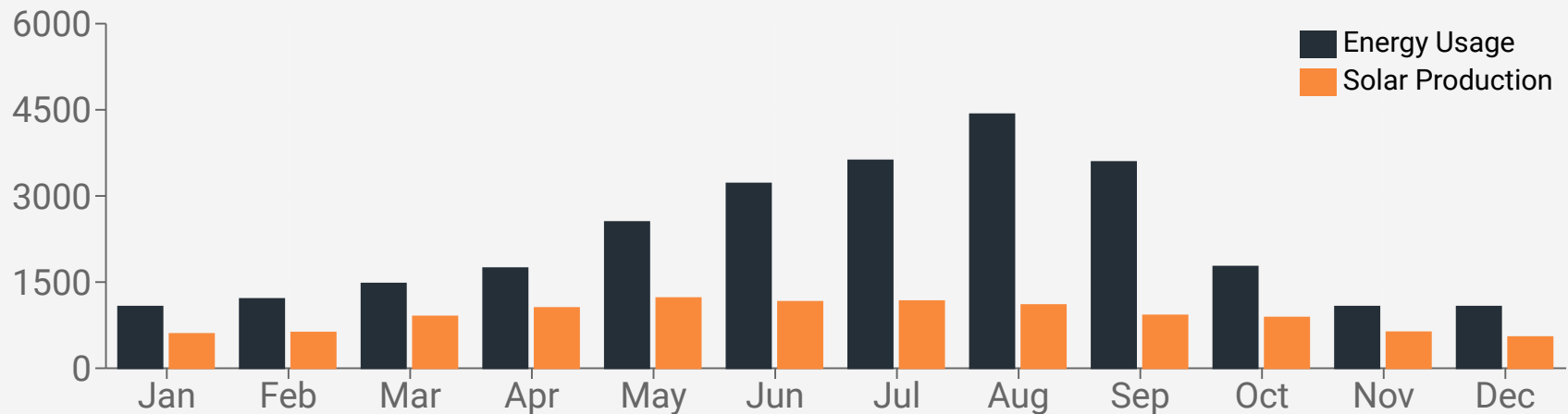
SOLAR IMPACT ON YOUR BILL**

Annual % of Consumption Offset by Solar **40%**

Current Utility Bill **\$402**

Value of Solar Production **\$162**

Avg Utility Bill with Solar (Annualized) \$240



* Please see disclaimers on page 4.

** Electric bill offsets, utility bills, and solar production figures are annualized estimates, are subject to the disclaimers on page 4, and do not account for insurance or utility company fees or the impact of net metering and/or buyback policies. Freedom Solar LLC's electricity consumption estimates are based on information provided by you and calculated as follows: (i) if you provided three (3) or fewer months of utility bills, we relied on [ResStock](#), a tool developed by the National Renewable Energy Laboratory, based solely on your home's square footage, gas usage, and a fixed multiple by geographic region; (ii) if you provided four (4) or greater, but less than twelve (12), months of utility bills, we relied on your actual utility bills, as supplemented and analyzed by Aurora Solar Inc.'s Energy Consumption Tool; and (iii) if you provided twelve (12) or greater months of utility bills, we relied on your actual utility bills. Our estimates could differ materially from actual results and may result in a system that is larger or smaller than required to meet our estimates. Further, your actual utility bill will fluctuate based on your consumption of electricity and your utility company's rates. If you would like to provide additional utility bill data to improve the accuracy of our estimates, we would be happy to prepare a revised proposal.

THE COST OF NOT GOING SOLAR

MONTHLY BILL

(4.0% Inflation Rate)

Your monthly bill will increase if the cost of energy increases. Without solar, you will pay whatever the utility company wants to charge.

Year 1
\$162/mo

Year 25
\$383/mo

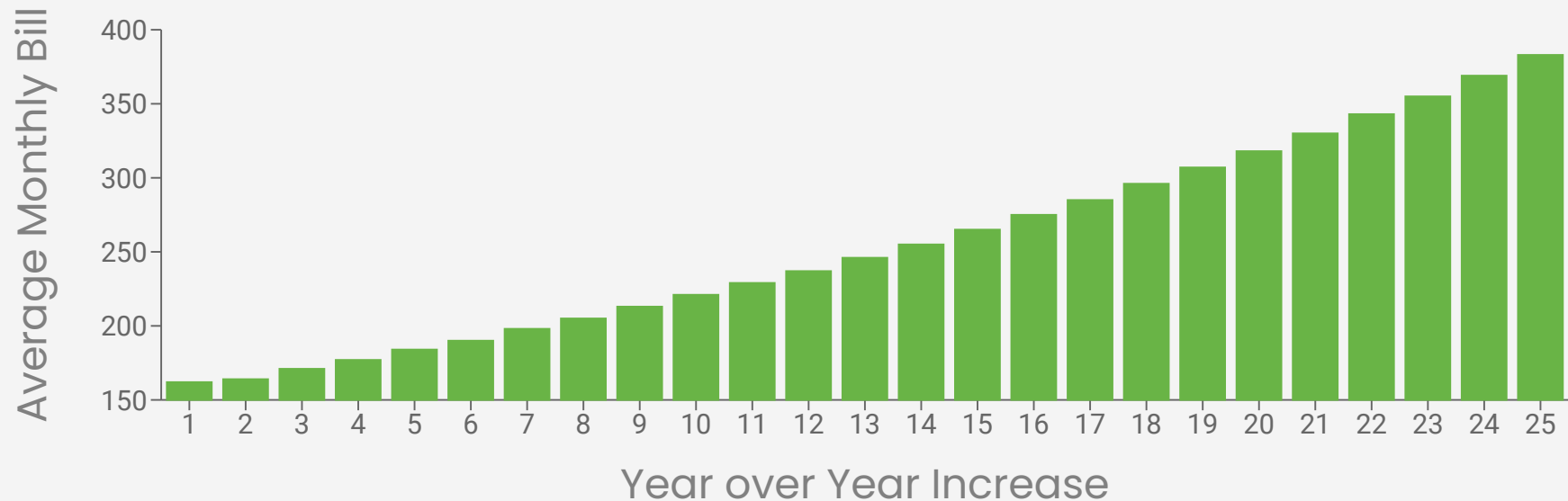
25 YEARS OF BILLS

(4.0% Inflation Rate)

Over the next 25 years this is the total cost of the electricity you may use to power your home.

Without Inflation
\$48,600

With Inflation
\$76,530



* Utility costs, monthly bills, solar savings, electric bill offsets, and solar production figures are estimates only and are based on various assumptions and other factors outside of Freedom Solar LLC's control. These assumptions and other factors include, but are not limited to, sunlight, weather, shading, electricity costs and consumption rates, inflation rates, and net metering policies. Freedom Solar does not offer production guarantees. Design and production subject to change. Certain markets may require that you obtain additional insurance or pay additional utility or other fees. This is a quote. Your power company's rate for solar photovoltaic power may be different from your current rate. Rates may go up or down and the money you may save, if any, may vary. Past data may not be a good gauge of future results. For more information about rates, contact your power company.

PAYMENT SCHEDULE

DISCOUNT BREAKDOWN

Total Solar Investment	\$61,286
End of Year Discount	\$1,185

Out of Pocket \$60,101

INCENTIVE & REBATE BREAKDOWN

Out of Pocket	\$60,101
Federal Tax Credit*	\$18,030
\$1,200 off A Tesla Powerwall	\$1,200

Bottom Line \$40,871

PAYMENT SCHEDULE (Cash)

Solar Investment	\$60,101
25% Payment via ACH at Signing	\$15,025
50% Payment via ACH prior to Start of Installation	\$30,051
25% Payment via ACH at Permission to Operate	\$15,025

* Not all homeowners will be eligible for the full estimated federal tax credit. Freedom Solar LLC is not qualified to provide tax or financial advice. Tax and credits or incentives including those provided by federal, state, or local governments may change or end. This can impact the amount of money you might save. Consult a tax professional to understand any tax liability or eligibility for any tax credits that may result from the purchase of your solar photovoltaic and/or energy storage device(s).

WARRANTIES



FREEDOM SOLAR 25 YEAR WARRANTY



For each photovoltaic and/or battery backup system (“System”) Freedom Solar LLC (the “Company”) installs, the Company provides: (i) a twenty-five (25) year (from the installation date, the “Workmanship Warranty Period”) limited workmanship warranty; and (ii) limited to projects involving rooftop photovoltaic module installation, a ten (10) year (from the installation date, the “Roof Warranty Period”; each of the Workmanship Warranty Period and the Roof Warranty Period, a “Warranty Period”) limited roof penetration warranty (these warranties, collectively, the “Limited Warranty”). The Limited Warranty is subject to the exclusions and disclaimers described below and the other limitations of liability described in the Residential Solar Installation Agreement with Homeowner (the “Agreement”) to which this Statement of Limited Warranty is attached. Please note that the Limited Warranty is null and void, and will not be honored, at any time Client has not paid the Company all amounts due to the Company under the Agreement.

Capitalized terms used, but not defined herein, shall have the meanings ascribed to them in the Agreement.

Limited Workmanship Warranty. During the Workmanship Warranty Period, the Company warrants that the System (i) will be/was installed in a professional and workmanlike manner, in accordance with accepted professional practices in the solar panel installation industry and electrical installation industry, generally, and (ii) under normal use and service conditions, will be/is capable of operating free of material defects. The Company’s limited workmanship warranty is subject to Client maintaining adequate internet connection for monitoring.

Roof Penetration Warranty. During the Roof Warranty Period, the Company warrants that, if in the course of the installation of the System, the Company penetrates the Client’s roof, causing damage and/or water leakage, the Company will repair such damage. This is not a warranty of the entire roof.

If the roof has an existing warranty, Client has the sole responsibility of confirming with the roofing contractor who performed the roof installation that the installation of the System will not void any existing roof warranty. If the Work will void any existing roof warranty, Client agrees to proceed with the installation of the System knowing that this is the case.

Limited Warranty Exclusions and Disclaimers. The Limited Warranty does not apply to any damage, repair, replacement, loss, or corrective action required arising from, relating to, or due to any of the following: (i) a person or entity other than the Company, or a subcontractor approved by the Company (an "Approved Subcontractor"), installed, constructed, tested, removed, re-installed, or repaired the System or the roof; (ii) destruction, damage, or defect to the System or its ability to safely produce and store energy not caused by the Company or an Approved Subcontractor; (iii) Client's failure to perform, or breach of, any of Client's obligations under the Agreement (including, without limitation, not providing the Company adequate access to the System or assistance, failing to pay in full any amounts due to the Company under the Agreement, or failing to provide adequate internet connection for monitoring); (iv) any event or condition beyond the Company's control (including events of force majeure, such as lightning strikes, hurricanes, flooding, tornadoes, hail damage, drought, insect or animal damage, and other acts of nature); (v) a power or voltage surge caused by someone other than the Company, including, without limitation, a grid supply voltage outside of the standard range specified by the local utility or the System specifications or as a result of a local power outage or curtailment; (vi) any System failure not caused by a System defect (for example, making roof repairs that affect the System or failing to maintain the System in good condition); (vii) use of the System outside of the proper conditions of operation or terms of use of the equipment as stated in the applicable manufacturer's manuals or published user guides; (viii) failure to keep the photovoltaic modules clean and free of debris, which may inhibit the System's energy production; or (ix) theft of all or any part of the System.

Client acknowledges and agrees that it may be inappropriate and/or unreasonably expensive and time-consuming to replace, refabricate, or repaint a component that exhibits a minor defective condition. In such instances, the Company, in its sole discretion, may (i) employ an alternate remedy to correct the deficiency in conformance with reasonable building practices, or (ii) conclude that the condition is within acceptable tolerances and take no corrective action.

The Limited Warranty does not cover services that are ancillary to the installation of the System, whether performed by the Company or a subcontractor of the Company (for example, roof replacements, roof repairs, tree trimming, installation of equipment other than included in the System).

The Agreement provides the Client specific rights, and the Client may also have other rights which may vary from state to state. The Agreement does not guarantee or warrant any cost savings or specific electrical production of the System.

Limited Warranty Notification Requirements. Subject to applicable state law, Client must notify the Company in writing of any claims under the Limited Warranty as promptly as possible but no later than ten (10) calendar days after Client identifies or reasonably should have identified the problem(s) that the Client believes gives rise to the claim. This notification period is necessary to allow the Company to investigate the claim(s) in accordance with the Limited Warranty and applicable law. Client's failure to notify the Company of any claim within the applicable Warranty Period shall preclude Client from enforcing any warranty obligations against the Company.

Transfer of Warranty. The Company will accept and honor any valid and properly submitted claim under the Limited Warranty made during the applicable Warranty Period by any person to whom Client properly transfers ownership of the System. The Company welcomes notification by the Client of any such transfer, however, to update its internal client records.

System Maintenance. Except for honoring Limited Warranty claims, which will be addressed by the Company, the Company has no obligation to service, operate, or maintain the System.

THE LIMITED WARRANTY DESCRIBED IN THIS STATEMENT OF LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE BY THE COMPANY WITH RESPECT TO THE SYSTEM. THE COMPANY HEREBY DISCLAIMS, AND ANY BENEFICIARY OF THIS LIMITED WARRANTY HEREBY WAIVES, ANY WARRANTY WITH RESPECT TO ANY COST SAVINGS OR PRODUCTION ESTIMATES FROM USING THE SYSTEM.

OEM WARRANTIES

Materials and equipment sold by the Company are covered by the original equipment manufacturers' ("OEM") warranties, which are passed through to Client. For all components sold by the Company, the Company will provide reasonable assistance to Client on any claims submitted by, or on behalf of, Client to the manufacturer under such OEM warranties.

LIMITED WARRANTY FOR CRYSTALLINE PHOTOVOLTAIC MODULES FROM Qcells



Document issued on June 1st, 2023

This limited warranty ("Limited Warranty") is issued by Hanwha Q CELLS America Inc. 300 Spectrum Center Drive, Suite 500, Irvine, CA 92618, USA

92618, USA ("Qcells"), or its successors or assigns ("HQCA"), and applies exclusively to Qcells Modules (as defined in Section 1.a.).

1. SCOPE

a. Products

Qcells Modules are defined in this Limited Warranty as Qcells branded photovoltaic modules manufactured by HQCA or its authorized manufacturers that are sold and installed within the United States, Canada, Mexico, Panama and Costa Rica and are of the following product type:

- Q.TRON M-G2+, Q.TRON BLK M-G2+

b. Beneficiary

The sole and exclusive beneficiary of this Limited Warranty is an end customer who purchases Qcells Modules from HQCA or from any one of its authorized distributors ("Distributor") and is the initial installer of such modules into a specific photovoltaic (PV) solar energy project ("Project"), and any of the end customer's permitted successors or assigns ("Customer").

c. Term

The term of this Limited Warranty ("Term") for the Customer begins on the delivery date to the original Customer ("Warranty Start Date") and ends at the end of the warranty periods set forth in Section 2.. If the Customer is unable to provide sufficient and adequate documentation of the delivery date to the original Customer, the "Warranty start Date" sixty (60) days after the following the Module(s) was manufactured as indicated by the serial number. The performance of warranty services under this Limited Warranty does not extend the Term. HQCA's obligations under this Limited Warranty are conditioned upon the Customer's compliance with its payment obligations for purchase of the applicable Qcells Module.

2. WARRANTY

a. Product Warranty

Subject to the terms and conditions in this Limited Warranty, HQCA warrants to the Customer for a period of twenty-five (25) years following the Warranty Start Date that the Qcells Modules, when installed, used, and serviced under normal operating conditions and in accordance with Qcells Module Installation Manual provided by HQCA or Distributor will be free from any defects in materials and workmanship that have a significantly negative effect on the power output of the Qcells Modules (collectively, "Product Defect"). The Product Warranty does not warrant a specific power output of the Qcells Modules, which shall be exclusively covered under the Performance Warranty in Section 2.b.. Product Defect does not include any cosmetic changes or other changes in the Qcells Modules' appearance, including but not limited to, any color changes, mold and normal wear and tear.

b. Performance Warranty

Subject to the terms and conditions of this Limited Warranty, HQCA warrants to the Customer that the Qcells Modules are manufactured to (i) produce a power output of at least ninety-eight point five percent (98.5%) of the minimum power output specified in the applicable module data sheet during the first twelve (12) months following the Warranty Start Date, and (ii) have a yearly maximum decrease (or degradation) of power of not more than thirty-three hundredths of one percent (0.33%) from start of the second (2nd) twelve (12)-month period following the Warranty Start Date until the end of such twelve (12)-month period, and repeated for each successive twelve (12)-month period until the twenty-fifth (25th) anniversary of the Warranty Start Date, (collectively, "Performance Warranty"). As an example, the Qcells Module will be manufactured to have a minimum power output of ninety point fifty-eight percent (90.58%) of the minimum power output specified in the applicable module data sheet at the end of the term of this Limited Warranty. Failure to meet the Performance Warranty is defined herein as a "Performance Defect." In the event of a Performance Defect claim, the power output of any Qcells Modules described in this Section 2.b. shall be measured by HQCA under the Standard Test Conditions ("STCs") defined in the IEC standards EN 61215 and 60904-3 in effect as of the Warranty Start Date.

3. EXCLUSIONS

The Limited Warranty shall not apply to any Qcells Modules affected by the following events or conditions:

1. usage, transport, storage, installation and/or handling in any manner that fails to strictly comply with the Installation Manual and the Packaging and Transportation Information sheet (provide upon request) applicable to the Qcells Modules;
2. system or components of such system that are of a design, configuration or installation that does not meet the standards typically used by experienced professionals in the industry;
3. incorrect, improper or inadequate service, operation or maintenance of the Qcells Modules or of the Project, or any normal wear and tear of the Qcells Modules;
4. damage caused by extreme environmental sources of impact, including, but not limited to (i) acid rain or snow, (ii) blowing sand, (iii) saline air, (iv) pollution of any kind in the air, soil or groundwater, (v) unusual oxidation levels, (vi) mold, or (vii) any nearby fire, explosion, smoke or charring;
5. damage caused by acts of nature or acts of God, including, but not limited to, lightning, hail, frost, snow, storms, tidal waves, floods, extreme temperatures, earthquakes, typhoons, tornadoes, volcanic eruptions, meteorites, ground motions, earth fissures or landslides;
6. damage caused directly or indirectly by acts of violence or intervention by third parties or external forces, including but not limited to, misadventure, riots, war, insurrection, communal violence, unintentional damage by third parties, vandalism, damage caused by animals, and/or acts or omissions by third parties beyond the reasonable control of HQCA;
7. damage to the Project in which the Qcells Modules are installed caused by external factors, including, but not limited to, voltage fluctuations, power peaks, excess current, power failure, poor electrical or mechanical engineering work, or other faults occurring in a power supply system with or without mains connection, whether or not such faults in the power supply system was contributed to by any act or omission of the Customer;
8. Qcells Modules are modified or used in processes involving other products, without obtaining the prior written consent of HQCA;
9. the serial number or product label has been removed, changed, deleted or made unrecognizable;
10. the Qcells Modules are used on any mobile carriers (such as motor vehicles or ships)
11. the conditions of use at the Project, at any time, exceed the specifications set out in the applicable module data sheet; and/or
12. the Customer fails to notify HQCA of a Product Defect or Performance Defect within 30 days of the initial discovery or prior to the end of the applicable warranty period set forth in Section 2..

4. WARRANTY CLAIMS

a. Customer Inspection

The original Customer must inspect the Qcells Modules for visible defects and notify HQCA of any defects within 30 days of the delivery of the Qcells Modules ("Inspection Period"). If Customer does not notify HQCA of the visible defects within the Inspection Period, such modules shall be deemed as being accepted by the Customer.

b. Warranty Claims

The Customer will be entitled to make claims under this Limited Warranty ("Warranty Claims") only if the Customer has provided documented evidence sufficient to prove that the malfunctioning or non-conformity of the Qcells Modules resulted exclusively from a Product Defect or Performance Defect covered by this Limited Warranty. If the Warranty Claim is based on glass breakage, then the Customer shall conduct a static load calculation on the substructure.

c. Warranty Claim Compliance

The Customer must comply with the HQCA's current Return Merchandise Authorization ("RMA") process (available upon request) to make any Warranty Claim. HQCA will not accept any Warranty Claims not in compliance with the RMA or Warranty Claims that use the delivery of any unauthorized return shipments of Qcells Modules.

d. Warranty Claim Procedure

The Customer is responsible for shipping the Qcells Modules to HQCA for evaluation at the Customer's expense. HQCA shall pay the costs of a technical inspection and, in the event that the warranty claim is confirmed by such inspection, transportation. Otherwise, the Customer shall be charged with these costs. To make a Warranty Claim, the Customer must submit the original receipt or invoice, which bears the date of the purchase and of the delivery, the serial numbers of the relevant Qcells Modules and the name of the authorized distributor or seller.

e. Ownership Interest

The Qcells Modules sent to HQCA in the course of the RMA process shall remain the property of the Customer until any inspection has been completed and HQCA provides a replacement or refund. At the time any refund or delivery of a replacement Qcells Module to the Customer takes place under this Limited Warranty, the ownership interest of the defective module passes to HQCA. Any repaired, replaced or additionally supplied modules will be warranted only for the remainder of the original warranty period applicable to the original Qcells Modules.

5. REMEDIES

a. Product Defect Remedy

If HQCA determines, following a Warranty Claim, that a Qcells Module has a Product Defect, then HQCA shall, at its discretion, within a reasonable time: (i) remedy or repair the Product Defect; (ii) provide a replacement module in place of the Qcells Module with the Product Defect; or (iii) provide the Customer monetary compensation equal to the purchase price of the Qcells Module subject to an annual four percent (4%) depreciation rate on the original purchase price as evidenced by the invoice produced by the Customer; provided, however, if the Customer fails to produce an original invoice, then the price shall be based upon the then-current per watt market price of a comparable PV module in a similar market and the date shall be based upon the date of manufacture according to the HQCA records.

b. Performance Warranty Remedy

If HQCA determines following a Warranty Claim that a Qcells Module has a Performance Defect, then HQCA shall, at its discretion, within a reasonable time: (i) remedy or repair the Performance Defect; (ii) provide a replacement module in place of the Qcells Module that has the Performance Defect; (iii) make up the difference to the guaranteed power output by providing additional modules; or (iv) provide to the Customer monetary compensation that shall be calculated at the time of a justified Customer's Warranty Claim subject to Section 4. of this Limited Warranty, and shall be the difference between the applicable guaranteed power output and actual power output (measured by the STCs) multiplied by the price per watt of the Qcells Module (in which such price shall be calculated by applying an annual four percent (4%) depreciation rate to the purchase price as evidenced by the original invoice provided by the Customer); monetary compensation = depreciated purchase price per watt × (guaranteed power output – actual power output); provided, however, if the Customer fails to produce an original invoice, then the price shall be based upon the then current per watt market price of a comparable PV module in a similar market and the date shall be based upon the date of manufacture according to the HQCA records.

c. Discontinued products

In the event the Module(s) is no longer available, Qcells reserves the right to deliver replacement Module(s) that may differ in size, color, shape, model number, but with equivalent or higher power level.

d. Sole and Exclusive Remedy and Obligation

THE REMEDIES SET FORTH IN THIS SECTION 5. ARE HQCA'S SOLE AND EXCLUSIVE LIABILITY AND OBLIGATION, AND THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES, FOR ANY PRODUCT DEFECT OR PERFORMANCE DEFECT IN ANY Qcells MODULE. THE REMEDY EXTENDED TO THE CUSTOMER SPECIFICALLY EXCLUDES ANY REIMBURSEMENT FOR THE COSTS OR EXPENSES INCURRED IN THE DISMANTLING OR INSTALLATION OF THE Qcells MODULES, REPLACEMENT MODULES OR PARTS, OR LOSS OF POWER.

6. WARRANTY LIMITATIONS

THE WARRANTIES SET FORTH IN THIS LIMITED WARRANTY ARE IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING ANY Qcells MODULES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

HOWEVER, IF A Qcells MODULE IS SOLD AS A CONSUMER PRODUCT, TO THE EXTENT REQUIRED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT ARE LIMITED TO THE PERIODS OF THE LIMITED PRODUCT AND LIMITED PERFORMANCE WARRANTIES SET FORTH ABOVE, OR SUCH SHORTER PERIOD AS REQUIRED BY APPLICABLE LAW. THIS LIMITED WARRANTY GIVES THE CUSTOMER SPECIFIC LEGAL RIGHTS, AND THE CUSTOMER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. HQCA IS NOT RESPONSIBLE OR LIABLE IN ANY WAY FOR DAMAGE OR INJURY TO PERSONS OR PROPERTY, OR FOR OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE WHATSOEVER, ARISING OUT OF OR RELATED TO ANY Qcells MODULES UNLESS OTHERWISE STIPULATED BY MANDATORY STATUTORY LAW. IN PARTICULAR, HQCA'S LIABILITY FOR FRAUDULENT OR WILLFUL INTENT, GROSS NEGLIGENCE OR PERSONAL INJURY, IN EACH CASE, UNDER APPLICABLE MANDATORY LIABILITY LAW SHALL REMAIN UNAFFECTED.

EXCEPT AS PROVIDED IN THIS SECTION 6., THE Qcells MODULES, THE PRODUCT DOCUMENTATION AND ALL INFORMATION ARE PROVIDED ON AN "AS IS" BASIS.

THE CUSTOMER ACKNOWLEDGES THAT THE FOREGOING LIMITATIONS ON LIABILITY ARE AN ESSENTIAL ELEMENT OF THE RELEVANT SALES AGREEMENT BETWEEN THE PARTIES AND THAT IN THE ABSENCE OF SUCH LIMITATIONS THE PURCHASE PRICE OF THE Qcells MODULES WOULD BE SUBSTANTIALLY HIGHER.

SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF LIABILITY, SO THIS PROVISION MAY NOT APPLY TO THE CUSTOMER IN SAID JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS OR THE EXCLUSION OF DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE CUSTOMER IN SAID JURISDICTION. THE CUSTOMER MAY HAVE SPECIFIC LEGAL RIGHTS OUTSIDE THIS LIMITED WARRANTY FOR Qcells MODULES, AND MAY ALSO HAVE OTHER MANDATORY RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION, WHICH SHALL REMAIN UNAFFECTED.

IN NO EVENT WILL HQCA BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, EXEMPLARY, SPECIAL OR INCIDENTAL DAMAGES, INCLUDING LOSS OF USE, LOST REVENUE AND/OR LOST POWER, ARISING FROM OR RELATING TO THIS WARRANTY OR ANY Qcells MODULE OR ANY REPLACEMENT OR ADDITIONAL MODULE SUPPLIED BY HQCA HEREUNDER, EVEN IF HQCA IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES.

THE TOTAL LIABILITY OF HQCA, ANY DISTRIBUTOR, AND/OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS ARISING FROM OR RELATING TO THIS LIMITED WARRANTY, WHETHER IN CONTRACT, TORT OR OTHERWISE, WILL NOT EXCEED THE AMOUNT RECEIVED BY HQCA FOR THE Qcells MODULE THAT IS THE SUBJECT OF THE CLAIM OR DISPUTE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE CUSTOMER IN SAID JURISDICTION.

7. ASSIGNMENT

Customer Assignment

Customer Assignment. Customer may assign this Limited Warranty for any Qcells Module to a new owner of the entire photovoltaic system in which such module is originally installed, provided that such system remains intact in its original place of installation. This Limited Warranty may not otherwise be assigned or transferred, and any attempt to assign or transfer in violation of this Section 7. shall be null and void.

8. MISCELLANEOUS

a. Survival

If any provision of this Limited Warranty terms and conditions is held to be invalid, illegal or unenforceable in any respect, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions will continue in full force and effect.

b. Governing Law

All matters arising from or relating to this Limited Warranty shall be governed by the laws of the State of California, without regard to its choice of law rules. The UN Convention on the International Sale of Goods shall not apply.

c. Waiver of Jury Trial; Jurisdiction

Any dispute, controversy or claim arising out of or relating to this Limited Warranty or any of its provisions, or the breach, termination, interpretation, enforcement or validity thereof, including any dispute hereby is waived to the fullest extent permitted by applicable Law any right it may have to a trial by jury with respect to any litigation directly or indirectly arising out of, under or in connection with this Limited Warranty. Any dispute, controversy or claim arising out of or relating to this Limited Warranty or any of its provisions, or the breach, termination, interpretation, enforcement or validity thereof, including any dispute irrevocably is submitted to the jurisdiction of the courts of the State of California and the federal courts of the United States of America located in the State of California solely in respect of the interpretation and enforcement of the provisions of this Limited Warranty.



Find product recycling details
at QR code above

POWERWALL

TESLA POWERWALL DISCLOSURE



CUSTOMER NAME: Nosrat Ghadimi-Mahani

CUSTOMER ADDRESS: 2046 MacArthur Street, Houston, TX 77030

WHAT CAN POWERWALL BACK UP

1 Powerwall:

- Refrigerator / Freezer
- Lights, Fans, 120-volt plugs
- Wifi, TV, and household electronics
- 1HP or 20A well pump
- Gas-powered appliances
- No heavy loads such as A/C or Heating

2 Powerwalls:

- Same as 1 Powerwall, plus:
- 1 x A/C Unit & 1 x Electric Furnace
- 2HP or 30A well pump

3+ Powerwalls:

- Same as 2 Powerwalls, plus:
- 1 additional A/C Unit & Electric Furnace
- Pool equipment



BACKUP DURATION

Backup duration is the amount of time you can run your home on Powerwall during a grid outage. Powerwall will typically provide 3-9 hours of backup duration, however, the backup duration will vary depending on appliance usage, solar production, and Powerwall state of charge at time of outage. We typically recommend your backup reserve level be set at 100% for Powerwall to start at a full charge in the event of an outage.

WHOLE HOME VS PARTIAL HOME BACKUP

The number of Powerwalls purchased and the ratings of the appliances in your home will determine if your system is installed as whole home backup or partial home backup. Whole home backup typically requires at least 2 Powerwalls, and will require load management during an outage. If relocating circuits is not practical, a single Powerwall may be installed for whole home backup, but managing appliance usage during an outage is imperative. Services greater than 200 amps will be installed as partial home backup unless prior approval has been given by our design team to install multiple gateways.

POWERWALL LOCATION

Powerwall can be installed indoors or outdoors. Powerwall is typically installed on the exterior wall or inside the garage within 50 feet of the utility meter and main panel. Our design team will determine the final placement of your Powerwall. Please be sure to look out for the email with your final design which will show the Powerwall location.

ADDITIONAL POWERWALL ARTICLES

How Powerwall works:

www.tesla.com/support/energy/powerwall/learn/how-powerwall-works

Powerwall Mobile App Overview:

www.tesla.com/support/energy/powerwall/mobile-app/mobile-app-overview

Best practices to extend the backup duration of your system during an outage:

www.tesla.com/support/energy/powerwall/own/best-practices-during-power-outages

Note: Home usage should be monitored through the Tesla app. Usage data will not be available through your solar monitoring app.

CUSTOMER SIGNATURE:

Date

Nosrat Ghadimi-Mahani

TESLA POWERWALL SPECIFICATIONS

POWERWALL

Tesla Powerwall is a fully-integrated AC battery system for residential or light commercial use. Its rechargeable lithium-ion battery pack provides energy storage for solar self-consumption, time-based control, and backup.

Powerwall's electrical interface provides a simple connection to any home or building. Its revolutionary compact design achieves market-leading energy density and is easy to install, enabling owners to quickly realize the benefits of reliable, clean power.



PERFORMANCE SPECIFICATIONS

AC Voltage (Nominal)	120/240 V
Feed-In Type	Split Phase
Grid Frequency	60 Hz
Total Energy	14 kWh
Usable Energy	13.5 kWh
Real Power, max continuous	5 kW (charge and discharge)
Real Power, peak (10 s, off-grid/backup)	7 kW (charge and discharge)
Apparent Power, max continuous	5.8 kVA (charge and discharge)
Apparent Power, peak (10 s, off-grid/backup)	7.2 kVA (charge and discharge)
Maximum Supply Fault Current	10 kA
Maximum Output Fault Current	32 A
Overcurrent Protection Device	30 A
Imbalance for Split-Phase Loads	100%
Power Factor Output Range	+/- 1.0 adjustable
Power Factor Range (full-rated power)	+/- 0.85
Internal Battery DC Voltage	50 V
Round Trip Efficiency ^{1,2}	90%
Warranty	10 years

¹Values provided for 25°C (77°F), 3.3 kW charge/discharge power.

²In Backup mode, grid charge power is limited to 3.3 kW.

³AC to battery to AC, at beginning of life.

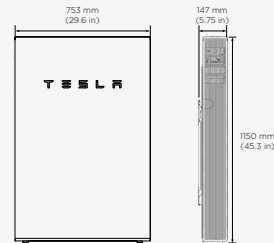
COMPLIANCE INFORMATION

Certifications	UL 1642, UL 1741, UL 1973, UL 9540, IEEE 1547, UN 38.3
Grid Connection	Worldwide Compatibility
Emissions	FCC Part 15 Class B, ICES 003
Environmental	RoHS Directive 2011/65/EU
Seismic	AC156, IEEE 693-2005 (high)

MECHANICAL SPECIFICATIONS

Dimensions ¹	1150 mm x 755 mm x 147 mm (45.3 in x 29.6 in x 5.75 in)
Weight ¹	114 kg (251.3 lbs)
Mounting options	Floor or wall mount

¹Dimensions and weight differ slightly if manufactured before March 2019. Contact Tesla for additional information.



ENVIRONMENTAL SPECIFICATIONS

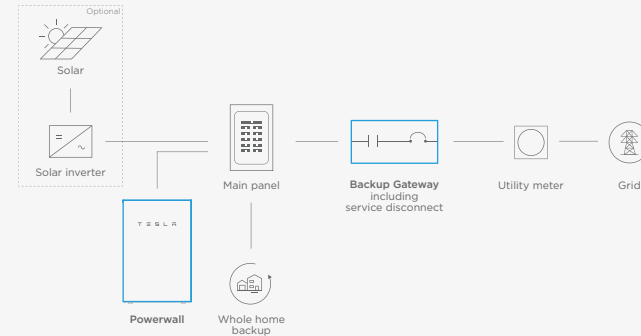
Operating Temperature	-20°C to 50°C (-4°F to 122°F)
Recommended Temperature	0°C to 30°C (32°F to 86°F)
Operating Humidity (RH)	Up to 100% condensing
Storage Conditions	-20°C to 30°C (-4°F to 86°F) Up to 95% RH, non-condensing State of Energy (SoE): 25% initial
Maximum Elevation	3000 m (9843 ft)
Environment	Indoor and outdoor rated
Enclosure Type	NEMA 3R
Ingress Rating	IP67 (Battery & Power Electronics) IP56 (Wiring Compartment)
Wet Location Rating	Yes
Noise Level @ 1m	< 40 dBA at 30°C (86°F)

T E S L A

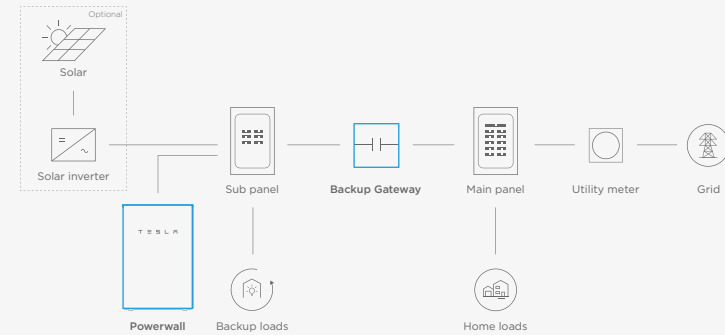
TESLA.COM/ENERGY

TYPICAL SYSTEM LAYOUTS

WHOLE HOME BACKUP



PARTIAL HOME BACKUP



T E S L A

NA - BACKUP - 2019-06-11

TESLA.COM/ENERGY

DOWNLOAD

https://www.tesla.com/sites/default/files/pdfs/powerwall/Powerwall%202_AC_Datasheet_en_northamerica.pdf

TESLA OWNER'S GUIDE: POWER DURING A GRID OUTAGE



POWER DURING A GRID OUTAGE

If you face a grid outage, solar and Powerwall automatically become your home's main energy source. Each Powerwall can provide up to 11.5 kW of continuous power. You can back up any number of appliances, so long as their combined power usage does not exceed the total power rating of your Powerwalls.

The best way to extend your usage of Powerwall during a utility grid outage is to monitor your use of energy intensive appliances like air conditioners, washers or dryers.

Standard Appliances | Use Normally



Coffee



Refrigerator



Phone



Lights



Television



Microwave

Energy Intensive Appliances | Use Sparingly



Dishwasher



Dryer



Washer



A/C



Heater



Car Charging

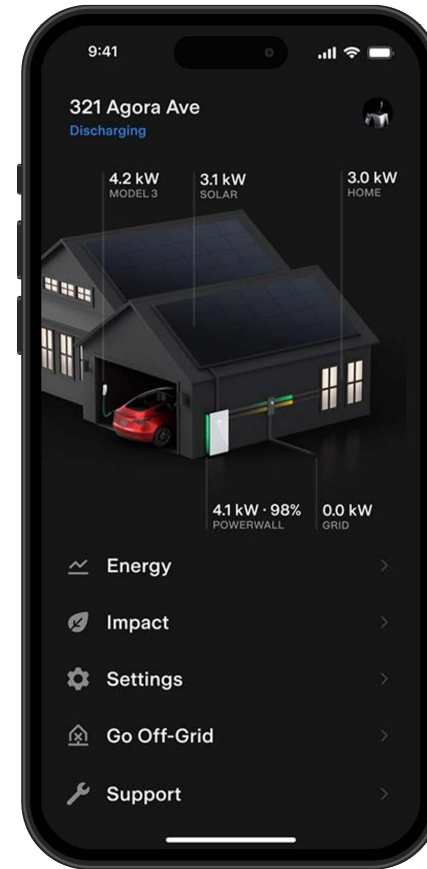
TESLA SUPPORT: IF YOU HAVE ANY QUESTIONS, FEEL FREE TO CONTACT US AT (877) 798-3752 SELECT OPTION 2, THEN 5

TESLA

POWERWALL + SOLAR

DOWNLOAD

<https://www.tesla.com/support/energy/powerwall/own/best-practices-during-power-outages>



TESLA APP

The Tesla app provides you with a comprehensive view of your energy ecosystem, helps you monitor day-to-day operations and understand the flow of energy in your home.

READ MORE

<https://www.tesla.com/support/energy/powerwall/mobile-app/mobile-app-overview>

TESLA POWERWALL LIMITED WARRANTY (USA)

Effective Date: 04/04/2025

Applies to:

13.5 kWh Powerwall 2 AC	Part Number 1108567-xx-x, Part Number 1092170-xx-x, Part Number 2012170-xx-x
Gateway	Part Number 1099752-xx-x
Backup Gateway	Part Number 1118431-xx-x, Part Number 1232100-xx-x
Gateway Meter	Part Number 1112484-xx-x

Ten Limited Warranty

Tesla, Inc. warrants that:

- (1) Your Powerwall will be free from defects for ten years following its initial installation date; and
- (2) Your Powerwall will have an energy capacity of 13.5 kWh on its initial installation date, and will retain energy capacity as shown in the table below.

Application	Energy Retention ¹	Operating Limitation
Solar self-consumption ² or time-based control ³ , and backup ⁴	70% at 10 years following initial installation date	Unlimited cycles
Any application not listed above, or any combination of applications that includes one not listed above	70% at 10 years following	37.8 MWh of aggregate throughput ⁵

Note that this Limited Warranty (including its duration) is subject to a number of important exclusions and limitations, which are set out in detail below.

Remedies

If your Powerwall fails to comply with the above Limited Warranty, Tesla will, in its sole discretion, either repair your Powerwall (using new or refurbished parts), replace your Powerwall with an equivalent product (new or refurbished), or refund you the market price of an equivalent product at the time of the warranty claim. If your Powerwall is repaired or replaced under this Limited Warranty, the remainder of the original warranty period will apply to the repaired or replacement product. Under no circumstances will the original warranty period be extended as a result of your Powerwall being repaired or replaced.

What Products are Covered?

This Limited Warranty applies to any Tesla Powerwall that (1) was purchased from Tesla or a Tesla certified installer in the United States of America; (2) has one of the part numbers referenced above; and (3) is installed in the United States of America. Please contact Tesla if you have any concerns regarding whether you purchased your Powerwall from a Tesla certified installer.

Who Can Make a Claim?

Limited Warranty claims can be made by or on behalf of the end user who acquired and put the Powerwall into use for the first time. A subsequent owner of the Powerwall who provides proof of ownership is also entitled to make Limited Warranty claims.

Agreement to Arbitrate

Please carefully read this provision, which applies to any dispute between you and Tesla, Inc. and its affiliates (together "Tesla"). If you have a concern or dispute, please send a written notice describing it and your desired resolution to resolutions@tesla.com.

If not resolved within 60 days, you agree that any dispute arising out of or relating to any aspect of the relationship between you and Tesla will not be decided by a judge or jury but instead by a single arbitrator in an arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. This includes claims arising before this Agreement, such as claims related to statements about our products.

We will pay all AAA fees for any arbitration, which will be held in the city or county of your residence. To learn more about the Rules and how to begin an arbitration, you may call any AAA office or go to <http://www.adr.org>.

The arbitrator may only resolve disputes between you and Tesla and may not consolidate claims without the consent of all parties. The arbitrator cannot hear class or representative claims or requests for relief on behalf of others purchasing or leasing Tesla products. In other words, you and Tesla may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any class or representative action. If a court or arbitrator decides that any part of this agreement to arbitrate cannot be enforced as to a particular claim for relief or remedy (such as injunctive or declaratory relief), then that claim or remedy (and only that claim or remedy) shall be severed and must be brought in court and any other claims must be arbitrated.

If you prefer, you may instead take an individual dispute to small claims court.

You may opt out of arbitration within 30 days after signing this Agreement by sending a letter to: Tesla, Inc.; P.O. Box 15430; Fremont, CA 94539-7970, stating your name, product, and intent to opt out of the arbitration provision. If you do not opt out, this agreement to arbitrate overrides any different arbitration agreement between us, including any arbitration agreement in a lease or finance contract.

Limitations and Disclaimer

THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH YOUR POWERWALL. Any other warranties, remedies and conditions, whether oral, written, statutory, express or implied (including any warranties of merchantability and

fitness for purpose, and any warranties against latent or hidden defects) are expressly disclaimed. If such warranties cannot be disclaimed, Tesla limits the duration of and remedies for such warranties to the durations and remedies described in this Limited Warranty.

Relationship with Applicable Law

This Limited Warranty gives you specific legal rights. You may also have other legal rights, which vary from state to state. For example, some states do not allow limitations on how long an implied warranty lasts, meaning the limitations in the “Limitations and Disclaimer” section above may not apply to you. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction.

General Exclusions

This Limited Warranty does not apply to any defect or energy capacity shortfall resulting from any of the following: (i) abuse, misuse or negligence, (ii) accidents or force majeure events, including but not limited to lightning, flood, earthquake, fire, or other events outside the reasonable control of Tesla; (iii) storage, installation, commissioning, modification or repair of your Powerwall, or opening of the external casing of your Powerwall, that is performed by anyone other than Tesla or a Tesla certified installer; (iv) failure to operate or maintain your Powerwall in accordance with the Owner’s Manual; (v) any attempt to modify your Powerwall, whether by physical means, programming or otherwise, without the express written consent of Tesla; or (vi) removal and reinstallation of your Powerwall at a location other than the original installation location, without the express written consent of Tesla.

In addition, this Limited Warranty does not cover (a) normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance of your Powerwall; (b) noise or vibration that is not excessive or uncharacteristic and does not impact your Powerwall’s performance; (c) damage or deterioration that occurs after the expiration or voiding of the warranty period; or (d) theft of your Powerwall or any of its components.

Exclusion for Failure to Connect to the Internet or Failure to Register your Powerwall

In order to provide this Limited Warranty for the full ten year warranty period, Tesla requires the ability to update your Powerwall through remote firmware upgrades. Installation of these remote upgrades may interrupt the operation of your Powerwall for a short period. By installing your Powerwall and connecting it to the Internet, you consent to Tesla updating your Powerwall through these remote upgrades from time to time, without further notice to you. If your Powerwall is not connected to the Internet for an extended period, or has not been registered with Tesla, we may not be able to provide important remote firmware upgrades. In these circumstances, we may not be able to honor your full ten year Limited Warranty. We would prefer to avoid this, so will try to contact you if your Powerwall’s Internet connection is interrupted for an extended period. If you did not purchase your Powerwall directly from Tesla or our affiliate, please register your Powerwall with Tesla⁶ so we are able to contact you, if necessary. Even if we can’t honor your full ten year Limited Warranty for the above reasons, we will always honor your Limited Warranty for at least four years following the date your Powerwall was installed for the first time, subject to the exclusions and limitations set out in this Limited Warranty.

California Proposition 65 Warning

We are required to advise you that lithium-ion batteries may contain chemicals known to the State of California to cause cancer, birth defects and reproductive harm. We don't expect you to come into contact with any part of your Powerwall other than the external casing. If you do, please wash your hands afterwards.

Modifications and Waivers

No person or entity, including a Tesla employee or authorized representative, can modify or waive any part of this Limited Warranty. Tesla may occasionally offer to pay some or all of the cost of certain repairs that are not covered by this Limited Warranty, either for specific Powerwall models or on an ad hoc, case-by-case basis. Tesla reserves the right to do the above at any time without incurring any obligation to make a similar payment to other Powerwall owners.

Limitation of Liability

TESLA SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THIS LIMITED WARRANTY, REGARDLESS OF THE FORM OF ACTION AND REGARDLESS OF WHETHER TESLA HAS BEEN INFORMED OF, OR OTHERWISE MIGHT HAVE ANTICIPATED, THE POSSIBILITY OF SUCH DAMAGES. TESLA'S LIABILITY ARISING OUT OF A CLAIM UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE AMOUNT YOU PAID FOR YOUR POWERWALL.

SOME STATES DO NOT ALLOW, OR RESTRICT, THE EXCLUSION OR LIMITATION OF DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU, OR MAY ONLY APPLY TO A LIMITED EXTENT.

Limitation on Use

YOUR POWERWALL IS NOT INTENDED FOR USE AS A PRIMARY OR BACKUP POWER SOURCE FOR LIFE-SUPPORT SYSTEMS, OTHER MEDICAL EQUIPMENT, OR ANY OTHER USE WHERE PRODUCT FAILURE COULD LEAD TO INJURY TO PERSONS OR LOSS OF LIFE OR CATASTROPHIC PROPERTY DAMAGE. TESLA DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF ANY SUCH USE OF YOUR POWERWALL. FURTHER, TESLA RESERVES THE RIGHT TO REFUSE TO SERVICE ANY POWERWALL USED FOR THESE PURPOSES AND DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF TESLA'S SERVICE OR REFUSAL TO SERVICE YOUR POWERWALL IN SUCH CIRCUMSTANCES.

Governing Law

This Limited Warranty shall be governed by the laws of the state where your Powerwall is installed, except to the extent inconsistent with or pre-empted by federal law. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.

Claims Process

In order to make a claim under this Limited Warranty, please contact the Tesla certified installer who sold you your Powerwall. If you are unable to contact the Tesla certified installer who sold you your Powerwall, or if you purchased your Powerwall directly from Tesla, you should contact Tesla at the address, email address or telephone numbers identified below. For a warranty claim to be processed, it must include (i) proof of the original purchase of your Powerwall and any subsequent transfers of ownership, (ii) a description of the alleged defect(s), and (iii) your Powerwall's serial number and original installation date. Prior to returning

any Product to Tesla, you should obtain an RMA (Return Merchandise Authorization) number from Tesla by submitting a Service Request Form at the link indicated below.

Tesla Contact Details

- Tesla website for submitting a Service Request Form: **www.tesla.com/support/powerwall**
- Tesla email: **powerwallsupport@tesla.com**
- Tesla address: **3500 Deer Creek Road, Palo Alto, California 94304, Attn: Powerwall Warranty Claims**
- Tesla telephone numbers:

Australia: +61 1 800 294431

Austria: +43 800 80 2480

Belgium: +32 800 26614

Canada: +1 (877) 798-3752

France: +33 18 288 5096

Germany: +49 800 724 4529

Ireland: +44 800 098 8064

Italy: +39 800 59 6849

Japan: +81 3-6890-7700

Luxembourg: +35 280 08 0921

Netherlands: +31 800 3837301

New Zealand: +64 800 99 5020

Portugal: +35 180 018 0397

South Africa: +27 87 550 3480

Spain: +34 911 982 624

Switzerland: +41 800 002634

US: +1 (877) 798-3752

UK: +44 800 098 8064

¹Expressed as a % of 13.5 kWh rated capacity. ²Storing energy generated by an onsite solar array, and using that stored solar energy for daily self-consumption.

³Storing energy generated by the grid or an onsite solar array, and using that stored energy for time-of-use load shifting. ⁴Storing energy generated by the grid or an onsite solar array, and using that stored energy as backup power. ⁵Measured at the battery AC output. ⁶The Tesla certified installer who sold you your Powerwall should give you an opportunity to register your Powerwall during the commissioning process. In order to register, you will need to accept the Tesla Customer Privacy Policy (www.tesla.com/legal). If you do not register at the time of installation, you can do so later by contacting us at the email address or telephone numbers listed at the end of this Limited Warranty.

CONTACT US

CONTACT INFORMATION

Need service? We are here to help.

**For Monitoring, Additional Panels,
Critter Guards, System or Roof Repairs:**

☎ (800) 504-2337, Option 4

✉ service@freedomssolarpower.com

➤ freedomssolarpower.com/service-department

For Billing/Invoicing:

☎ (800) 504-2337, Option 5

✉ ar@freedomssolarpower.com

General Inquiries:

☎ (833) 500-0014

✉ customerservice@freedomssolarpower.com

➤ freedomssolarpower.com/contact