

SunPower® Complete Confidence Warranty

A better warranty starts with a better product



FREQUENTLY ASKED QUESTIONS

Q. Is length of coverage the most important part of a manufacturer's warranty?

A. While length of coverage is important, it's even more important to understand the comprehensiveness of the coverage. If something goes wrong with your panel, can you simply pick up the phone, or are you required to send a request for help to a P. O. Box in a distant location and wait an extended period of time to receive help? Will a representative inspect the system, or will you be expected to ship a faulty component, at your expense? Do you have peace of mind knowing that your system will be fixed at no extra cost to you, or will you be billed for extra charges, such as labor or shipping? These are only some of the considerations that SunPower evaluated when creating our industry-leading Complete Confidence Warranty.

Q. I saw that another brand offers a warranty that also provides 25 years of coverage. Is this the same as SunPower's warranty?

A. Other manufacturers, many of which are new to manufacturing solar, are trying to catch up to SunPower's 30+ years of dedicated solar experience, and to the exceptional terms of our Complete Confidence warranty. Many of them include hidden charges, such as shipping and labor costs, for example.

Q. Why does SunPower claim to have the best power warranty in the industry and how does this benefit me?

A. Over time, all solar panels lose a small amount of production, measured by its annual degradation rate. SunPower panels have the lowest degradation rate in the industry, validated by 3rd party testing² from the National Renewable Energy Laboratory (NREL). This means that a system with SunPower panels can produce more power and we back this with our 25 year Complete Confidence warranty.

Q. What does it mean when the product and power warranties reflect different lengths of coverage?

A. Customers should be suspicious of product and power warranties with separate lengths of terms. Product warranty covers defects, and power warranty covers how much power the system is producing. What's the value of a longer power warranty if the product generating the power breaks but is no longer warranted?

Q. Why should I consider SunPower, if recognized brands such as LG and Panasonic are also offering solar?

A. Solar is a technology that requires years of dedication and commitment to refine and perfect. SunPower has been solely focused on solar for over 30 years – it's been our vision, our mission, and the air we breathe since we were founded in 1985. You may be familiar with other brands because they make your dishwasher, refrigerator, or TV, but probably not because of their solar products. Those familiar with solar agree that SunPower builds premium solar products that have a reputation for quality, design, and reliability and deliver up to 45% more energy in a given space.

Q. Why should I consider SunPower, when some competitors offer higher wattages?

A. The "efficiency" of a solar panel determines how much power can be generated in the same amount of space (power density). Some solar panels try to compensate for lower efficiency by creating larger-sized panels to increase wattage, but this does not solve a customer's power needs since the available space cannot change. SunPower's high efficiency panels produce more power in the same space than conventional panels.

Q. Why is shipping and labor important coverage? Isn't it cheap to replace a panel?

A. Hardware is only part of the total cost of getting equipped with solar. Other costs include product shipping, handling/packaging, installation, and other labor costs. SunPower covers all of this, because we know that anything short of end-to-end coverage will result in customers unexpectedly having to pay extra hidden costs.

Q. Does SunPower have warranty insurance in case they go bankrupt?

A. PV Panel Warranty Insurance, like any insurance policy, is riddled with fine print, and incorporate confusing details like high deductibles (also known as self-insured retention, SIR), or limits to payouts. In contrast, SunPower is a financially conservative company and maintains one of the largest warranty reserves in the industry with one of the lowest claim rates. And SunPower is backed by Total, the 4th largest publicly-listed energy company in the world giving you additional confidence in your 25-year warranty. Your investment ultimately rests on the underlying quality and reliability of the product itself – choose the better product.

Q. Does the SunPower warranty cover coastal areas?

A. Yes, SunPower's warranty covers systems that are installed at or near the coast. In these cases, we expect and assume that your system is exposed to a reasonable amount of salty water mist and sprays, but will not come in direct contact with large bodies of salt water. For this reason, our customers have used panels in coastal areas like Hawaii for over a decade which still do not show signs of corrosion.

¹ "Fraunhofer PV Durability Initiative for Solar Modules: Part 3". PVTech Power, 2015.

² NREL Degradation Rate Study 2017

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