

# GREEN POWER ENERGY SERVICE AND WARRANTY

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Our commitment to service is industry leading.  
With Green Power Energy, you won't be left in the dark.



## ✔ About Us

# Green Power Energy's Service Team



Green Power Energy operates a full-time service department. Choosing a company with staff who are responsible for creating maintenance and service tickets in your account and are able to troubleshoot, diagnose, and repair your hardware is an important consideration.

At Green Power Energy, if you have a piece of failed equipment, someone will be able to take your call 7 days a week. You can also e-mail [service@greenpowerenergy.com](mailto:service@greenpowerenergy.com) and we will create a ticket, and coordinate our service team to respond to your item in a prompt fashion.



“The reliability of your solar array is something you depend on everyday. It’s my job to make sure our systems are working to their full potential for their lifespan. I love to help our customers and make sure they know we are here for them for the long term.”

– Kevin Marceski,  
**Service Coordinator.**

✓ Case study

# Service Case Study and Testimonial



## What was the issue?

Rahul's inverter went down and was reported by the homeowner in less than 24 hours based on the fault that showed on the customer's monitoring portal.

## How did Green Power Energy resolve the issue?

GPE's technicians arrived to diagnose the issue within 48 hours. They took the inverter apart, they took pictures, diagnosed the problem, and ordered the new inverter within 72 hours of the inverter's first fault reading. The new inverter was swapped within 2 weeks and the actual replacement took only an hour and a half.

“

My experience with the replacement was actually great because the technician really knew what had to be done. He actually walked me through how to read the system based on the LEDs, and the replacement itself was quick. It was completed in about an hour and a half. The person that came in was great. We spoke, he was friendly, and he gave me answer to all of my questions.”

– Rahul D.,  
**Marlboro, NJ.**

# Inverter Service



GPE's technicians are trained and experienced in diagnosing issues on all inverter brands. This includes Enphase, SolarEdge, SMA, Fronius, and more.



With a full time service crew, we can respond to issues quickly, diagnose the issue, and order the replacement right away.



“ We pride our company on being one of the most knowledgeable in the industry. We have been working with companies such as SolarEdge since 2014 and Enphase since 2009. Our service department coordinators and field technicians diagnose with extreme accuracy to get the system back online and producing clean energy as quickly as possible. ”

– Michael Sobiesiak,  
**VP of Operations**

✓ 12 years in Business

# Green Power Energy's Commitment to Service and Warranty



Green Power Energy has been in business for 12 years. In that time, we have helped thousands of families go solar. We have also been there for customers when they needed our service and support. It's important to us that we can standby our work and provide a process free of headaches and hidden costs.

That's why at Green Power Energy, we are one of the few companies to offer a 25-year limited warranty and operate a full time service department. We take great care in selecting products from only reputable manufacturers with the longest warranties in the industry.



**About 50% of new businesses with employees make it past the 3rd year, and only 30% make it to their 10th**

Bureau of Labor Statistics' Business Dynamics

## ✔ Equipment

# Products with Extended Warranties



### Panel Level Inverter Technology

Your choice of SolarEdge or Enphase inverters. Both are industry leading and allow for panel level operation and monitoring. Both come with a 25 year warranty backed by 25 years of labor from Green Power Energy for inverter replacement.



### Your Choice of Premium Panels from LG or QCell

Both products offer an industry leading 25-year product and performance warranty and come in sleek "all black" options.



### Racking

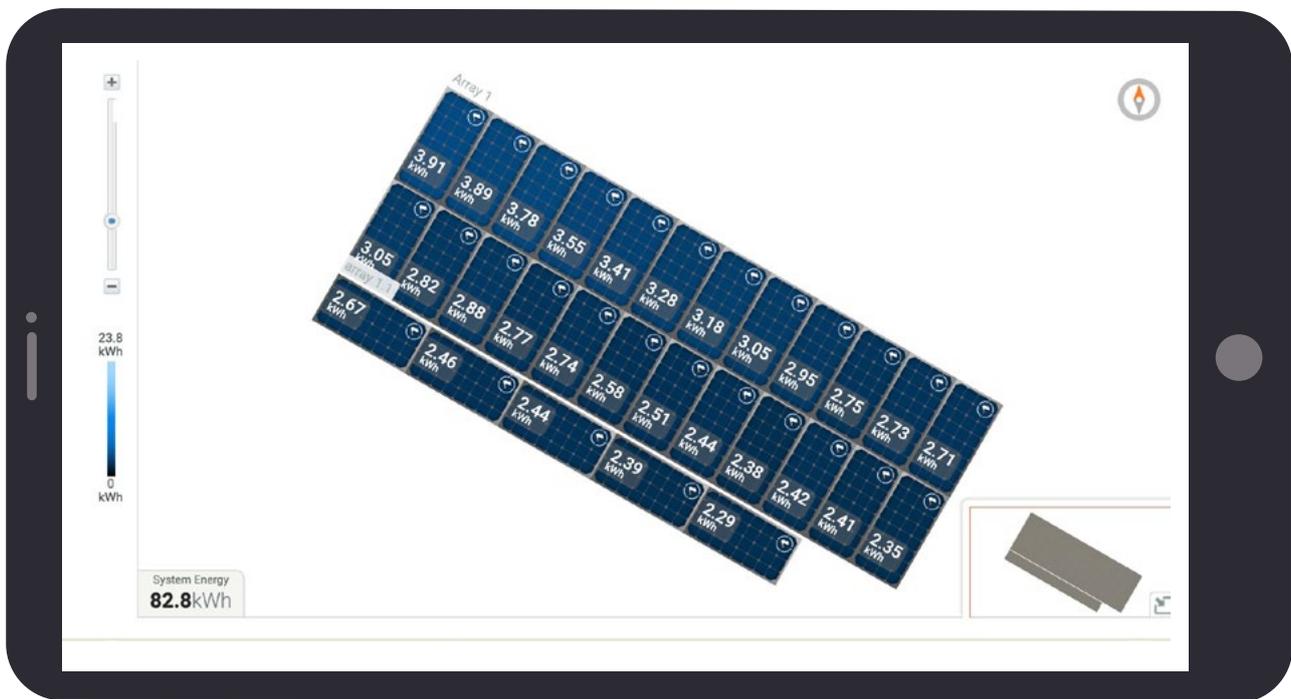
Quick Mount PV engineered it's patented Elevated Water Seal Technology® into an integrated L-foot and flashing for super-fast, single-lag bolt installation with unparalleled waterproofing for composition/asphalt single roofs. The L-Mount Series attaches to the Ironridge XR100 racking which holds your panels in place. Ironridge has the highest load criteria in its class and is the ultimate residential mounting rail. This sleek rail features a low profile, clear & black anodized finish with black end caps to create one of the most aesthetically appealing solar racking systems available.



We don't take short cuts with rail-less racking systems.  
**Reduce roof penetrations and improve structural integrity with a premium racking solution.**

Monitoring

# Comprehensive, Panel by Panel Monitoring



Don't wait to be surprised by a returning electric bill to find out there is a system fault. We provide you with monitoring which will track system performance during hourly, daily, weekly, and monthly intervals.

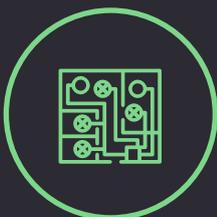
# The Green Power Energy Advantage



Service and warranty execution. Any issues that may arise will be fixed right away at no charge to you for 25 years. A warranty is only as strong as the company providing it, and our 12 year track record along with our selection of products with 25-year warranties means peace of mind to you.



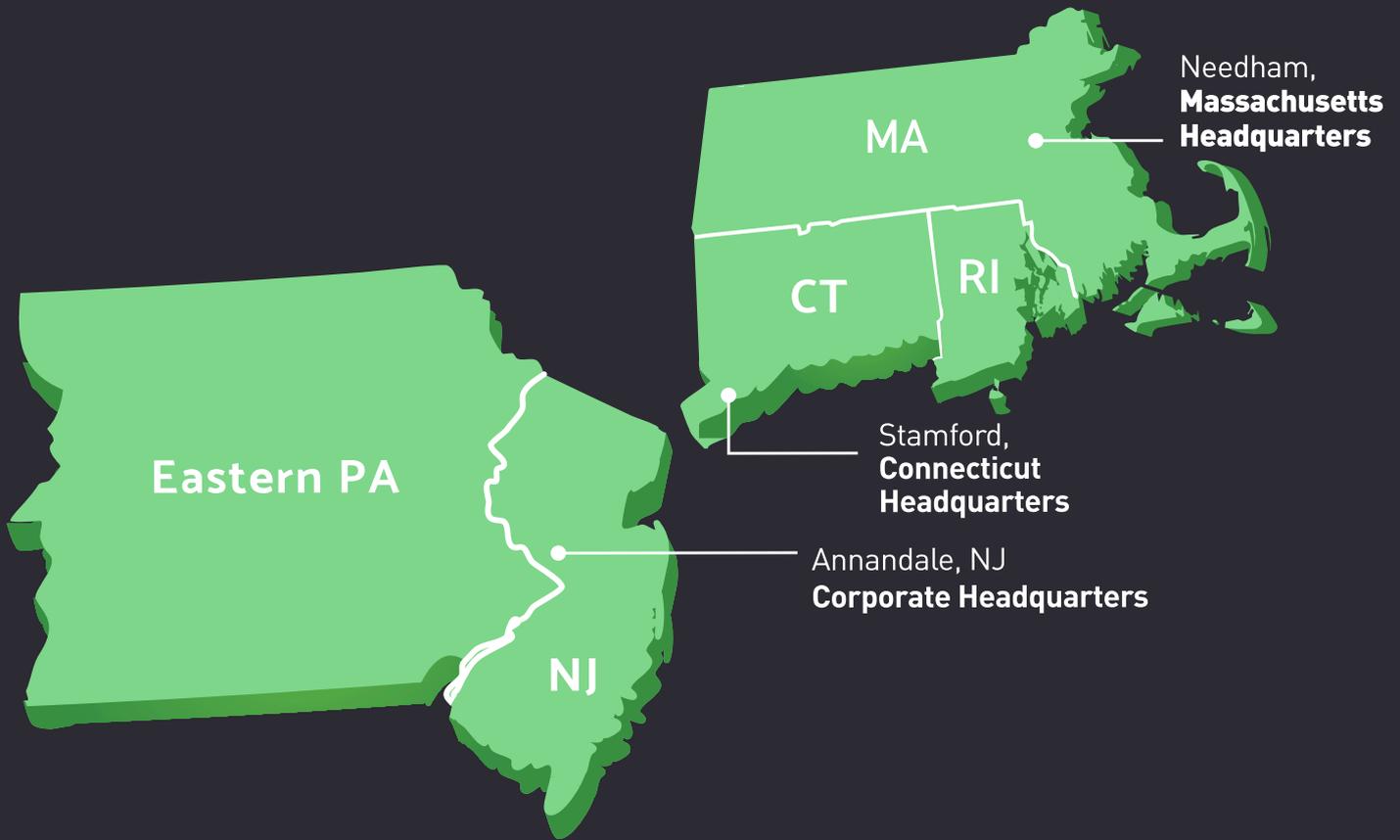
Thoughtful conduit runs. We make every effort to run the conduit through attic spaces and discretely down the side wall of the home.



Premium panels with aesthetically pleasing all-black and low profile racking hardware which makes for a discrete look on your home.



**GREEN  
POWER  
ENERGY**



## Contact Green Power Energy

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First Floor  
Stamford, CT 06902

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117 Kendrick St. Suite 300  
Needham, MA 02494



**For a free quote** call our office at **(844) 584-0008**

**For help with service on your system, email**  
**[service@greenpowerenergy.com](mailto:service@greenpowerenergy.com)** or call us today!