

Your Palmetto Protect Coverage

Palmetto offers two protection plans to ensure your investment in clean energy is protected:

Palmetto Protect Essentials

or

Palmetto Protect Performance powered by Omnidian

Both plans provide:



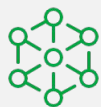
System Monitoring

Your system's performance will be monitored and we will proactively contact you if service is needed.



Service Management

When service is needed, Palmetto or Omnidian will contact you to schedule service. You also have unlimited access to customer care from our solar experts.



Issue Detection

We quickly identify and diagnose any system production issues before they impact performance.

What happens next?

1

Palmetto Proposal Signing

A 3-year Palmetto Protect plan is part of your solar installation package.

2

Finalize Design & Solar Installation

Palmetto's team and partners will guide you through the design, engineering, and installation process.

3

Solar System Permission to Operate

Once your system receives approval from your utility Essentials customers will be activated. For Performance customers, Palmetto will provide Omnidian with the final system details.

4

Email Communications

Performance customers will receive a contract from Omnidian via DocuSign with the full details of your plan and steps to complete your plan activation.



Plan Comparison



Palmetto
Protect

Essentials

Equipment warranties, proactive monitoring, energy app, ongoing support



- ✓ Equipment: Panel (25y), Inverter (12y)
- ✓ Workmanship (10y)
- ✓ Roof Penetration (5y)
- ✓ Palmetto Energy App & Monthly Report
- ✓ Intelligent Issue Detection
- ✓ Remote Diagnosis & Troubleshooting
- ✓ Proactive Service Alerts
- ✓ 5-star Customer Support
- ✓ Service Management
- ✓ Nationwide Field Service Network



Palmetto
Protect

powered by **OMNIDIAN**

Performance

95% performance assurance, labor & extended equipment warranty



- ✓ Equipment: Panel (25y), Inverter (12y)
- ✓ Workmanship (10y)
- ✓ Roof Penetration (5y)
- ✓ Palmetto Energy App & Monthly Report
- ✓ Intelligent Issue Detection
- ✓ Remote Diagnosis & Troubleshooting
- ✓ Proactive Service Alerts
- ✓ 5-star Customer Support
- ✓ Service Management
- ✓ Nationwide Field Service Network
- ✓ Covered Repairs & Labor*
- ✓ 3-Year 95% Performance Guarantee

*Exclusions may apply; service visit fees may be incurred by customer depending on service case reason



Understanding Your Coverage

Included in both Plans



System Warranties

25 Year Performance Warranty on Panels
12 Year Equipment Warranty on Inverters
10 Year Palmetto Workmanship Warranty /
Install Guarantee
5 Year Roof Penetration Warranty



Proactive Monitoring

We provide customers peace of mind by keeping an eye on their system and contacting them if anything goes wrong. When service is needed, our team will reach out to schedule service. We will provide guidance to customers helping to understand the problem and when service is needed.



Issue Detection

Palmetto Protect issue detections gives us the ability to quickly identify and diagnose any system production issues before they impact performance. We remotely diagnose the source of issues, and if our technology does not automatically resolve them, we'll contact you to troubleshoot the issue.

Included only in Palmetto Protect Performance powered by Omnidian



Performance Guarantee

Our Performance Guarantee gives customers clear, transparent confidence that they will achieve monthly savings, with annual reimbursement in the event of underperformance below 95% of verified estimates. This includes weather, underperformance, and downtime for repairs. The Performance Guarantee is included for the first 3 years post-installation, with the option to renew after that period.



Parts and Labor Coverage

Many solar installers offer equipment warranties, but the customer is on their own for ongoing maintenance and repair costs. With labor coverage included in the package for 3 years, **Palmetto Protect Performance powered by Omnidian** covers the labor costs that most of our competitors don't.



Plan activation with Omnidian

A contract that includes the full terms and conditions of this plan will be **sent by Omnidian** after system installation is complete. Plan activation requires the execution of the forthcoming contract with Omnidian. **There is no additional cost to you to activate your plan.**

