



Dear Partner,

As you may know, Sunnova filed for Chapter 11 bankruptcy protection on June 8, 2025. We understand this may create uncertainty for some of your customers, and we want to assure you that Enphase is here to support both you and them during this transition.

If a Sunnova-installed system includes Enphase microinverters, batteries, or other components, our limited product warranty will continue to fully cover them. We are committed to providing replacement parts, warranty support, and system expansion assistance as needed.

How Enphase is supporting you

1. **RMA processing & fulfillment:** Eligible RMAs for covered Enphase products will continue to be honored. Please use the Enphase Installer Portal or standard channels.
2. **Warranty labor coverage:** For customers enrolled in Enphase Care, Enphase will cover the labor costs for any warranty-related repairs.
3. **Technical support access:** Our installer support team is available for diagnostics, troubleshooting, and field service planning.

What you can offer your Sunnova-Enphase customers

1. **Free system monitoring via the Enphase App**
Customers can activate free Enphase monitoring to get real-time system insights, performance alerts, and energy visibility, without needing third-party tools.
2. **Enroll in Enphase Care**
Enphase Care is our manufacturer-backed service plan designed to deliver peace of mind to customers.

Note: Enphase Care is not the same as Sunnova Protect and requires a separate enrollment.

Enphase Care applies exclusively to Enphase equipment and includes:

- Proactive system monitoring through the Enphase App
- Remote diagnostics and expert-led troubleshooting
- Unlimited labor coverage for warranty-related repairs
- 24/7 access to Enphase customer support
- On-site service coordination with no deductibles

Customers will be notified of potential issues via the Enphase App and can contact Enphase Support when service is needed.

Share this contact with your customers:

Call: (888) 674-2730

Email: care@enphase.com

Thank you for your continued partnership and for helping guide homeowners through this transition.

Warm regards,

A handwritten signature in blue ink, appearing to read 'Nitish'.

Nitish Mathur

SVP, Customer Experience
Enphase Energy