



Dear Sunnova system owner,

As you may know, Sunnova filed for Chapter 11 bankruptcy protection on June 8, 2025. We understand this may raise concerns, and we want to assure you that Enphase is here to support you at every step of this transition.

If your solar system includes Enphase microinverters or batteries, your equipment remains fully covered under our limited product warranty.

To help you stay informed and supported, here's what Enphase is offering:

1. Use the Enphase App (Free for Enphase-based systems)

Access real-time insights, alerts, and performance data directly through the Enphase App, without relying on third-party apps.

2. Enroll in Enphase Care (Manufacturer-backed support)

Enphase Care is a manufacturer-backed service plan that adds extra peace of mind. It works hand-in-hand with the Enphase App to give you intelligent monitoring, fast issue resolution, and direct access to the experts who built your system.

Note: Enphase Care is different from Sunnova Protect and requires separate enrollment. It applies exclusively to Enphase equipment.

With Enphase Care, you'll receive:

- Proactive system monitoring via 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 when needed—with no deductibles

Ready to get started?

Call (888) 674-2730 or email care@enphase.com to start monitoring your system or enroll in Enphase Care.

We appreciate your trust in Enphase and remain committed to supporting your energy journey.

Warm regards,

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

Nitish Mathur
SVP, Customer Experience
Enphase Energy