

FAQs for Warranty (USA)

August 2024

Frequently Asked Questions

General	
Question	Answer
What is Maxeon’s relationship with SunPower Corporation?	<p>Maxeon used to be a part of SunPower Corporation and has a common heritage.</p> <p>In August 2020, SunPower Corporation and Maxeon Solar Technologies separated into two independent publicly traded companies, SunPower Corporation (formerly, NASDAQ:SPWR) and the newly formed Maxeon Solar Technologies (NASDAQ:MAXN), to focus on distinct regions and areas of the solar value chain.</p> <p>Maxeon manufactured and sold certain SunPower solar panels to SunPower Corporation.</p>
Did Maxeon ever directly sell SunPower branded solar panels in the United States?	<p>No, SunPower directly sold SunPower branded solar panels, which they incorporated into systems and sold in the United States. These systems had warranties issued directly by SunPower Corporation.</p>
What will happen to my “Complete Confidence Warranty” now that SunPower has filed for bankruptcy?	<p>It’s unclear whether SunPower will continue to provide warranty support. We recommend that you regularly check SunPower’s official website for any official communications.</p>
Will Maxeon take over the “Complete Confidence Warranty” issued by SunPower Corporation?	<p>No, SunPower’s Complete Confidence Warranty is a comprehensive warranty that covered the whole system, not just the panels.</p> <p>Maxeon is not providing warranty coverage for the system or components not manufactured or directly sold by Maxeon.</p> <p>Maxeon is providing a warranty for the residential panels it produced.</p>

<p>How can I tell if my SunPower solar panels were produced by Maxeon Solar Technologies?</p>	<p>The vast majority of solar panels sold by SunPower were produced by Maxeon Solar Technologies. These include SunPower E-Series, X-Series, A-Series, and M-Series solar panels.</p> <p>The following solar panels were <u>not</u> produced by Maxeon.</p> <ul style="list-style-type: none"> • SunPower Serengeti branded PV panels (SER-xxx in the product model number) sold in the USA and produced by third parties. • All SunPower U-Series branded PV panels (“SPR-U-xxx” in the product model number) sold in the USA. • SunPower Performance 19 solar panels (“SPR-P19-COM” in the product model number) sold in the USA and produced in Oregon by SunPower Corporation.
<p>I had a SunPower system installed prior to August 5, 2024. Will Maxeon provide me a warranty?</p>	<p>Please register your system here. Maxeon will provide warranty support for SunPower-branded solar panels made by Maxeon.</p>
<p>My SunPower solar panels have microinverters attached to them. Does Maxeon’s warranty cover the microinverters?</p>	<p>No. Maxeon produced many solar panels for SunPower where microinverters were attached. These are commonly referred to as AC panels. The microinverters attached to these panels were produced by another manufacturer and are not included in the warranty being issued by Maxeon.</p> <p>If an AC panel was sold & installed in or after 2019, then it likely incorporates a microinverter made by Enphase. Please check the following Enphase website for further details on the following link. https://enphase.com/support/sunpower</p> <p>For microinverters produced before this time, we recommend that you regularly check SunPower’s official website for any official communications.</p>
<p>What will happen to the warranty on my lease or PPA SunPower system?</p>	<p>Please direct all questions regarding your SunPower system lease to your leasing company. Refer to the customer service number on your billing statement. Maxeon will work directly with the servicer of the lease for warranty claims.</p>

<p>Will my solar panels continue to operate as usual?</p>	<p>Yes, SunPower panels produced by Maxeon have one of the lowest claim rates in the industry, which is derived from the underlying quality and reliability of our products.</p> <p>Please note that while your solar panels may continue to operate as usual and generate electricity, it's not clear yet whether monitoring services provided by SunPower will be maintained. Accordingly, there could be disruptions to your monitoring data and system. This does not indicate a problem with your solar panels.</p> <p>We recommend checking SunPower's official website for any official communications regarding SunPower monitoring.</p> <p>https://us.sunpower.com/update</p>
<p>I am a SunPower Customer and If I think I have a problem with my system, what do I do?</p>	<p>Please contact your solar installer, and regularly check SunPower's for their latest instructions.</p> <p>https://us.sunpower.com/update</p> <p>If you are the owner of a lease or PPA system, please contact the leasing company who will instruct you further.</p> <p>In general, if you are a SunPower cash or loan customer and are the system owner, and have a technical issue on your SunPower system, then we recommend that you immediately contact your original installer who can handle your claim directly with you.</p>
<p>I currently have an active/open claim with SunPower for a solar panel originally produced by Maxeon, will you be taking over the claim?</p>	<p>As SunPower's customer support is still operational, we recommend that you continue your active claim with them until instructed otherwise and check SunPower's official website for any official communications.</p>
<p>What if I need to expand my current system or add new solar installations?</p>	<p>Maxeon can provide you with the nearest Maxeon Preferred Partner who can assist you further.</p>

What happens if my original installer has gone out of business?

If your original installer is no longer available, we recommend you contact Maxeon to provide you the names of our nearest Maxeon Preferred Partner who can help diagnose your issue.

<https://maxeon.com/us/homeowners/our-solar-installers>

In case this is not suitable, or you simply prefer to use a company of your choice, you are free to do so. As your system incorporates components of different SunPower suppliers, and that it is likely not the SunPower panel at fault, we recommend you verify any limitation imposed by these companies.

Please be aware that the company you select should be a professional/certified solar installer.