



ORGAN MOUNTAIN SOLAR & ELECTRIC

Organ Mountain Solar & Electric- Residential Service Billing

Thank you for choosing Organ Mountain Solar & Electric. We are solar industry veterans and strive to remain top experts in our field. We have seen many solar companies and technologies come and go, and our experience and expertise allow us to serve a variety of solar systems. If you purchased your system from Organ Mountain Solar & Electric, your original contract dictates the official specific legal terms of any warranty you have with us. If your system was not installed by Organ Mountain Solar & Electric, you will likely void any warranty you may have with your original installation company by allowing us to service your system.

This document is designed to summarize our Residential Service Billing details for ongoing service work.

Billing:

It is often impossible to determine the cause of a system's issue prior to conducting a service appointment. For this reason, ALL SERVICE APPOINTMENTS are considered billable according to the rates specified below, unless one of the following warranties are found to be applicable during the onsite service appointment.

Minimum Service Fee

\$250 for up to 1.5 hours onsite

Additional time onsite – over 1 hour

\$90 per hour billed in 15-minute increments / Travel time \$90/hr

Real Estate Inspections: \$350 or \$500 if required within 7 days.

*Details for additional charges include; late-cancelation fee if appointments are canceled after 1:00 p.m. on the previous business day, missed-appointment fee if sufficient access is not provided to technicians during the scheduled date and time; The final price is subject to change pending service details, return trips for materials, and sales tax at the time of project completion.

System monitoring:

We encourage you to check your monitoring system regularly and let us know if you have any questions or concerns that arise. We do not provide proactive monitoring of your system.

Warranties:

Organ Mountain Solar & Electric Limited System or Workmanship Warranty Claims:

If the Organ Mountain Solar & Electric Limited System Warranty applies, as stated in the customer's original purchase agreement, it will be determined during the service appointment onsite, and the service appointment charges will be forgone. The Workmanship Warranty warrants that the system will be installed in a good workmanlike manner, free from material defects in assembly and installation techniques that would result in the system failing to perform in accordance with manufacturer specifications.

Manufacturing Limited or Original Equipment Manufacturing (OEM) Warranty Claims:

OEM Warranties may apply to some of your system's components. OEM warranties vary and are applied at the sole discretion of the manufacturer. OEM warranty claims may cover the cost of eligible replacement materials, but do not guarantee coverage of the labor and/or all parts needed to address a warrantable claim. Time spent troubleshooting for the manufacturer, calling the manufacturer to get a claim issued, processing and handling for the relevant materials, and the labor to install any warranty covered replacement materials will be billed according to standard billing rates. Depending on the manufacturer, a labor credit, or partial labor credit, may be applicable. If the manufacturer offers a labor credit, it will be recognized as a deduction on the final service invoice.

Organ Mountain Solar & Electric Residential Service Discount:

Any system installed by OMS&E requiring non-warranted service will enjoy a 25% discount on service costs.