

A photograph of a two-story red house with a gabled roof. The roof is covered with blue solar panels. The house has a white porch with a railing on the left side. There are several windows, including a large bay window on the right. The house is surrounded by green grass and trees. A gravel path leads from the foreground towards the house.

Operations and Maintenance Guide



Welcome to SolarCity.

Here's everything you need to know about your new solar panel system.

What's inside this guide.

We're here to help by walking you through each step of turning on, monitoring and maintaining your system.

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Safety first.

Your safety is our top priority. Use the following precautions around your solar power system.

If your inverter displays an error message, please go to **MySolarCity.com** or contact Customer Care at **888.SOL.CITY**. One of our experts will gather all the needed information to ensure that we're able to repair your system as quickly as possible.



Danger: Your solar power system generates electrical current. Contact with electrically active parts of a PV module can result in burns, sparks and lethal shock. So, don't try to service the system, disconnect wires, open electrical panels or damage any portion of your equipment in any way.

Terms to know.

Breakers: These electrical switches will protect your system from harmful power surges.

Disconnect: You're going to see this word a lot. It just refers to turning your system ON and OFF.

Inverter: The inverter is the heart of the system. It converts the Direct Current (DC) voltage generated by your solar power system to Alternating Current (AC) voltage for your home use.

How to activate your system.

Once you've received permission from Customer Care or your utility company, you can turn ON your solar power system.

Step 1: Turn ON the breakers in your main electrical panel.

- Most are mounted on an outside wall, in a garage, basement or closet. This should be done during daylight hours.
- Find the breakers labeled Solar System, PV, Photovoltaic Backfeed or SolarCity.
- Flip the breakers ON.
- If you have an extra sub-panel, check to see if there are extra solar breakers. If so, flip those ON as well.

Step 2: Turn ON your external disconnects. They may look like this:



- If your system has one or more disconnects, switch them ON.
- If you have a disconnect mounted on your roof, you don't need to switch it ON—our installers already took care of that for you.

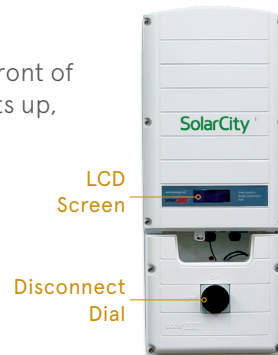
Step 3: Turn ON your inverter.

Here are a few of our inverters. If yours is not shown go to MySolarCity.com. Go to the bottom of the home page. Enter "System Manuals and Warranties" in the field labeled "Find your answer here" and click the "submit" button. Then click on the "Systems Manuals and Warranties" link.

Once you complete these steps, it may take about 5 minutes for the inverter to start producing energy.

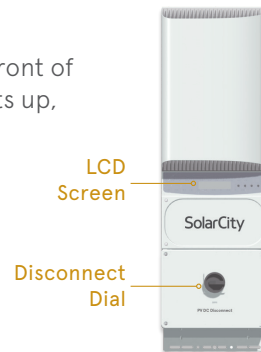
SolarEdge

- Turn on the DC disconnect, which is the dial on the front of the inverter. Just turn the dial clockwise until it points up, in the ON position.
- Then turn the other dial ON, which is found in the center opening, next to the LCD button.
- The "I" symbol means that the inverter is ON.
The "O" symbol means that the inverter is OFF.



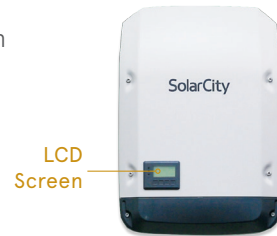
ABB

- Turn on the DC disconnect, which is the dial on the front of the inverter. Just turn the dial clockwise until it points up, in the ON position.
- The "I" symbol means that the inverter is ON.
The "O" symbol means that the inverter is OFF.



Fronius USA

- Turn on the DC disconnect, which is the small dial on the lower left-hand side of the inverter. Simply switch it to the ON position.
- Once turned ON, the LED light will turn yellow and display START UP. The inverter will start to deliver power once the LED light turns green and the screen displays the number of watts being produced.



Do you have multiple inverters?

If you have multiple inverters, you can turn them ON in any order. Then you'll see blinking lights and flashing messages as the system starts up. Congrats, it's on!

- It's really easy to turn on your inverter, but if you get a persistent error message, contact **Customer Care at 888.SOL.CITY.**



▶ If your problem remains unresolved, please contact

Customer Care at 888.SOL.CITY.

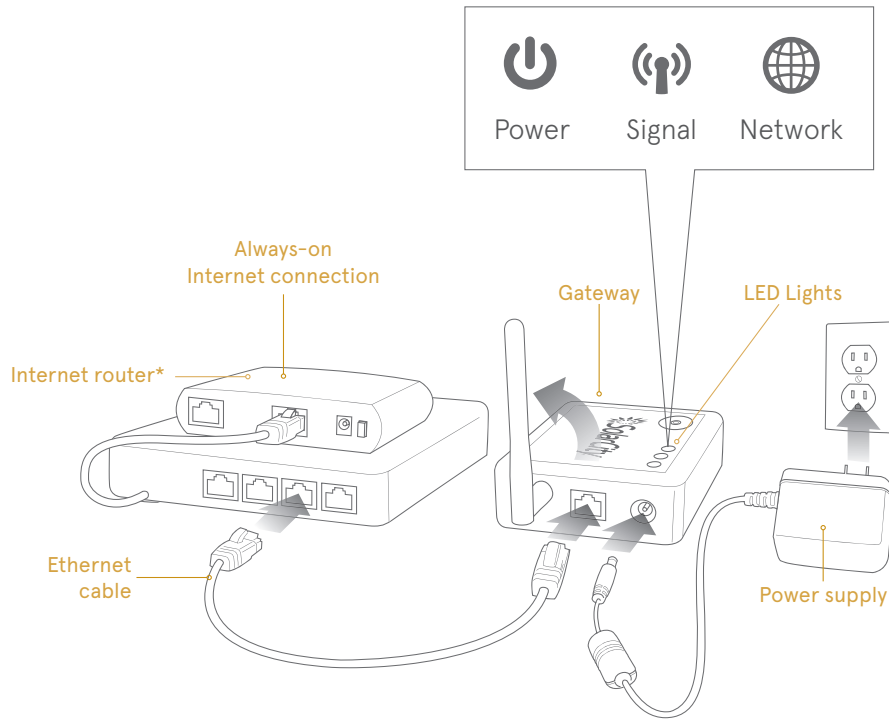
How to monitor your system.

Our 24/7 monitoring service helps ensure that your system is running smoothly. It can tell you how much energy your system is generating and alert us of possible problems. Most issues can be resolved remotely. We'll contact you via email or MySolarCity to provide you with any support, or we'll send out a technician if needed.

This is what you'll need to monitor your system:

- A SolarCity Gateway
- A continuous connection to the Internet
- An internet router with an open Ethernet port that's within 80' of the inverters
- An AC power outlet
- A MySolarCity.com account





** Internet router requires DHCP capability. System monitoring illustrations included.*

- For more details, see the instructions that came with your Gateway or check out MySolarcity.com.

System performance.

Your system's performance is measured by how much energy it generates over time. Energy production can vary from month-to-month, based on seasonal weather conditions. Other factors that can hinder production include:

- Unexpected shading due to new tree growth
- Debris/dirt on the panels
- Long periods of inclement weather

There are other measures that you can take to determine if the system is working correctly. Visit [MySolarCity.com](https://www.mysolarcity.com) for more system performance information.


How to maintain your system.

Panel maintenance: SolarCity will take care of all system repairs for the entire length of our agreement. Please see your Performance Guarantee and Limited Warranty for details on our coverage.

Shade management: Shading on your solar display dramatically reduces electricity production. Keep trees or other tall plants trimmed to prevent shade on your system.

Panel cleaning: Keeping your panels clean of debris can improve your system performance. Simply rinsing off your panels from the ground with a water hose will allow more sunlight to penetrate through the glass cover.

► Visit [MySolarCity.com](https://www.mysolarcity.com) for more system performance information.



We're always here for you.

In the rare case that your system isn't running properly, please review this manual or visit MySolarCity.com. If your problem remains unresolved, please contact Customer Technical Support at **customertechnicalsupport@solarcity.com** or call **888.SOL.CITY**. We'll help you troubleshoot and arrange for service if necessary.

► If your problem remains unresolved, please contact

Customer Care at 888.SOL.CITY.

FAQs

When can I turn on my system?

You can turn it on when you receive permission from your utility company or from our Customer Care Team.

How long can I expect my new solar power system to last?

Your system warranty lasts through the length of your contract. Many are still going strong after 40 years.

Will I still have solar power if there is a power outage?

Most solar power systems are grid-tied and need live voltage from the grid to operate. Your system will also lose power during an outage. But if you're hooked up to a battery backup system, you can draw power from the battery.

Will I still be subject to electric rate increases with a solar power system?

Even with solar, you'll most likely have a residual utility bill and those rates may fluctuate. The amount of your utility bill depends on the size of your system relative to your energy demand, as well as when you use energy. In some jurisdictions, utilities may charge additional fixed fees. You can minimize utility rate changes by using less energy during peak hours.

What if my roof needs repairs after I've installed solar panels?

Your solar panels will help protect your roof from the elements and slow that part of the roof's degradation. If you need to make repairs on the roof, the solar panels will need to be removed and reinstalled. Please contact Customer Care at 888.SOL.CITY if you want to start this process.

What happens when the sun goes down?

Your inverter will go into "Night Mode" when there's not enough daylight for the system to produce energy and your system will draw power from the utility grid. Since you're always connected to the grid, your home is fully powered all the time. Once it becomes light outside, the system should turn back on.

You're making the planet a better place.

By going solar, you're helping your community and the global environment for generations to come.

Did you know that the average SolarCity system will offset about 178 tons of CO₂ over the course of 30 years?

That's like:

- Saving the amount of fuel it takes to drive 390,300 miles.
- Planting 10 football fields full of trees.
- Eliminating the need to burn 174,907 pounds of coal.

SolarCity
Power forever.

AL 05500, AR M-8937, AZ ROC 243771/ROC 245450, CA CSLB 888104, CO EC8041, CT HIC 0632778/ELC 0125305, DC 410514000080/ECC902685, DE 2011120386/T1-6032, FLEC13006226, HI CT-29770, IL 16-0052, MA HIC 168572/EL-1136MR, MD HIC 128948/11805, NC 30801-U, NH 0347C/12523M, NJ NJHIC#13VH06100600/34EB01752100, NM EE98-379590, NV NV20121135172/G2-0078648/B2-0079719, OH EL 47707, OR CB180498/C562, PA HICPA077343, RI AC002714/Reg 38313, TX TECL27006, UT 8726950-5501, VA ELE2705153278, VT EM-05829, WA SOLARC*91901/SOLARC*905P7, Albany 439, Greene A-486, Nassau H2309710000, Putnam PC6041, Rockland H-11864-40-00-00, Suffolk 52057-H, Westchester WC-26088-H13, N.Y.C. #2001384-DCA, SCENYC, N.Y.C. Licensed Electrician, #12610, #004485, 155 Water St., 6th Fl., Unit 10, Brooklyn, NY 11201, #2013966-DCA. All loans provided by SolarCity Finance Company, LLC. CA Finance Lenders License 6054796; SolarCity Finance Company, LLC is licensed by the Delaware State Bank Commissioner to engage in business in Delaware under license number 019422, MD Consumer Loan License 2241, NV Installment Loan License IL11023 / IL11024, Rhode Island Licensed Lender #20153103LL, TX Registered Creditor 1400050963-202404, VT Lender License #6766.