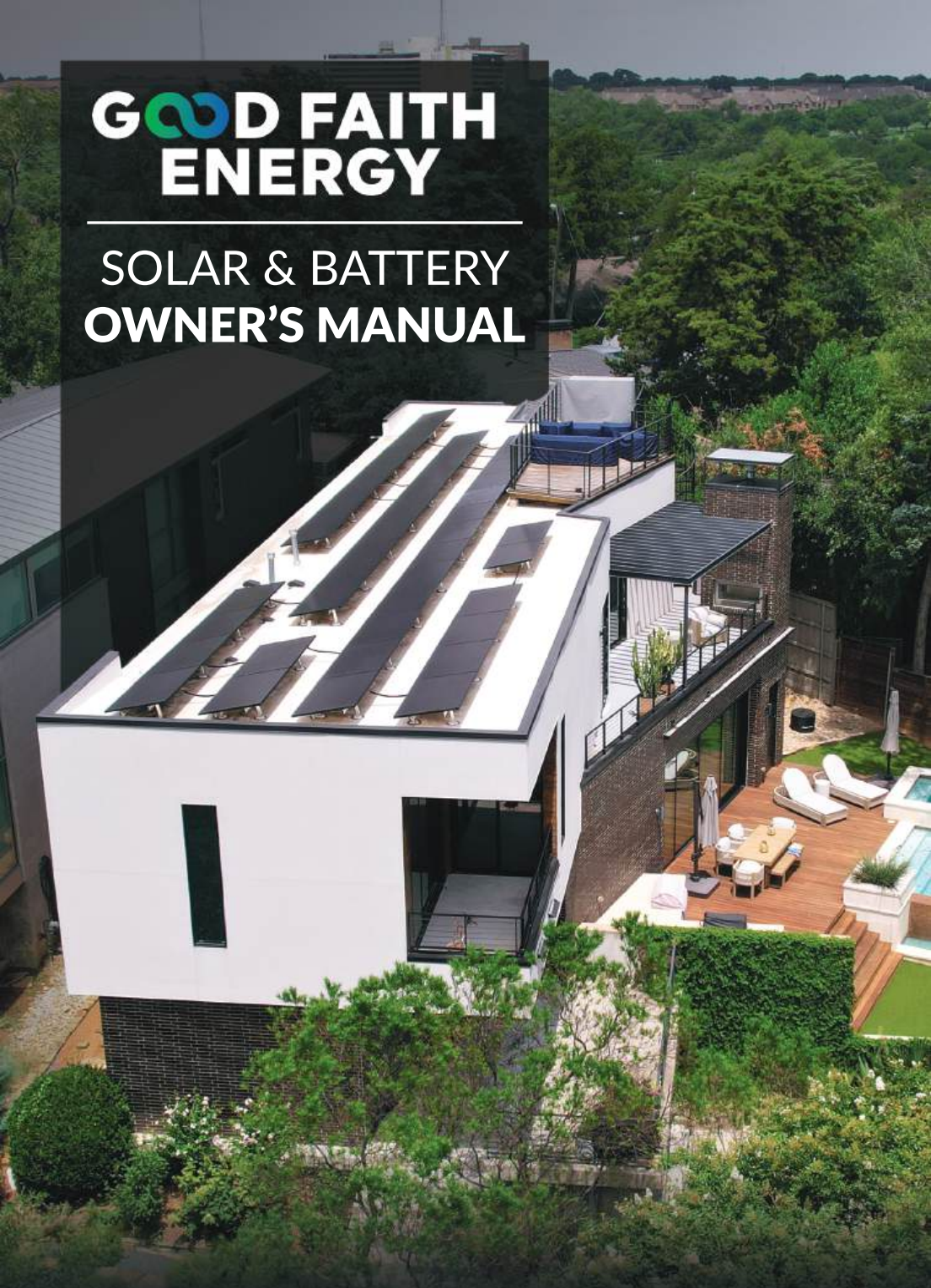
GOOD FAITH ENERGY

SOLAR & BATTERY
OWNER'S MANUAL



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2 SAFETY

Please read this entire manual and associated product manuals before operating your system.

Save These Instructions. This manual contains important guidelines that should be followed when maintaining your system.

- There are no user serviceable parts in your system. Only qualified personnel should service your GFE solar system.
- Use the GFE supplied equipment for their intended use only. Follow all manufacturer instructions. Do not disassemble the equipment, or remove any part installed by the manufacturer, as this will void any manufacturer warranties and UL listings.
- Do not drop, allow objects to fall on, stand or step on solar modules or electrical equipment.
- Do not concentrate sunlight on modules with mirrors, reflectors or lenses, or in any other manner. Doing so voids any warranty and the UL listing for the module.
- Do not touch the solar modules or the mounting structure once installed. When these surfaces are exposed to sunlight they can become extremely hot.
- Do not walk, lean, sit or rest heavy objects on solar panels or electrical equipment.
- Solar modules have a protective glass front. Broken solar module glass is an electrical safety hazard. These modules cannot be repaired and must be replaced. If you have a broken module, turn your system off, (see page 14 for instructions) and notify GFE immediately.
- Do not store anything in front of the system disconnects.
- Do not store anything above or below the system disconnects. A minimum of 12" of clearance must be maintained to allow units to naturally cool.
- Call GFE for service immediately if your system monitoring system indicates a Ground Fault Error.
- Please ensure the batteries are clear from any obstructions within 3ft around them. This ensures the batteries can effectively operate. Ensure the battery safety disconnect switches are fully accessible. If you hear the heat detector and/or smoke alarm alert, shutdown the batteries and contact 911 and GFE if necessary.

3 PERFORMANCE & FUNCTIONALITY

During the day, the AC power produced by the inverter can be consumed in “real-time” for electrical energy needs. The solar energy produced is displacing electricity that would have normally been provided by the electric utility company. If more energy is needed than what the solar system can produce, then the extra energy needed is drawn from the grid. At night or during periods of extreme low sunlight, the solar system will not produce energy, and your home will utilize either grid utility energy and/or stored energy from the batteries.

If your home is not using all of the energy produced by the solar system, the excess power will be sent to the grid through the utility electric meter. Typically, this generates an energy credit that will be used at night to offset your grid energy usage. Your monthly electric utility bill will be reduced by the solar energy generated by the solar system during that month.

The value of your energy credits depends entirely on your local utility’s specific guidelines and we will help advise you of that during the solar installation process. Utilities will typically require some form of “Interconnection Agreement” and/or “Metering Agreement” for most residential solar systems before interconnection is allowed.

4 PREVENTATIVE MAINTENANCE

If you want to be proactive, monthly visual inspections of your system can be performed from the ground. However, your solar panels will be cleaned with normal rainfall and this should be a hands-off, maintenance-free process!

Check solar arrays' glass surfaces for debris, dirt, tree sap or bird droppings that may affect the panel's solar performance. We recommend hiring a solar panel cleaning service every 3-5 years to clean your solar arrays if you live in an area with a lot of environmental debris or dusting. I.e., houses near dirt roads that collect road dust around the house.

Check that the solar arrays are not being shaded during daylight hours by vegetation or trees growing around or near the system. Trim vegetation, if necessary, to prevent shading and energy production loss.

Visually inspect the solar arrays from the ground for damage. If you cannot visually see damage on your solar arrays but suspect damage, you can fill out a service ticket via our website or application.

Solar panels have a rated weight capacity that they are designed to handle and are built to withstand hail, up to 1", falling at terminal velocity. Although hail damage to panels is uncommon, weight/force load factors such as snow, which can be greater than 50 pounds per square foot, and/or falling hail (typically greater than 1" with a terminal velocity of faster than 50 MPH) could cause damage.

Your solar system should be covered under your homeowners insurance. It's very important you communicate to your insurance company that you've added panels to your home by the time they're installed so that they are covered in the event of extreme weather. Should damages occur and you find evidence of damages, i.e., broken glass from solar panels or damaged equipment is discovered, contact GFE for service immediately. If you can't see your solar panels from the ground, check your solar monitoring system for irregularities in panel output, as this could indicate damages.

5 MANUAL SHUT DOWN & START UP PROCEDURE

If for any reason you feel that you need to shut down the system, follow the steps detailed below:

OFF SHUTDOWN

Move the solar AC disconnect switch to the “OFF” position by applying firm pressure to move the lever/switch. The PV (solar/photovoltaic) AC disconnect switch is typically located next to the utility meter and should be labeled “Solar/PV AC Disconnect” or “PV/Solar Disconnect”.

ON START UP

Apply firm pressure to move the lever fully from the “OFF” to the “ON” position. The PV/Solar AC disconnect switch is typically located next to the utility meter and should be labeled “PV/Solar AC Disconnect”.

IF YOU FEEL ANY OTHER ACTION IS REQUIRED, **PLEASE CONTACT GFE FOR SERVICING NEEDS.**

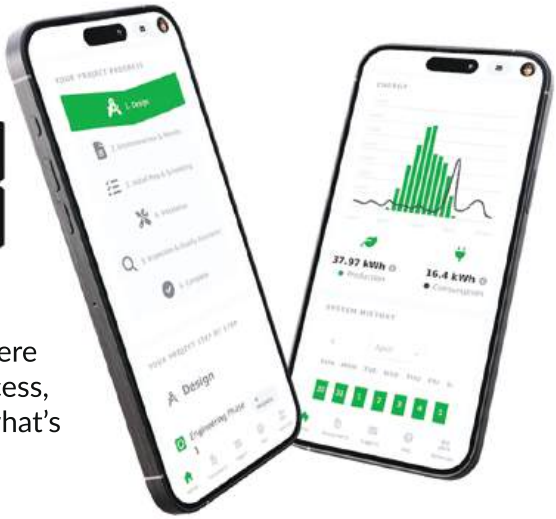
6 DOWNLOAD OUR APP

APP.GOODFAITHENERGY.COM

Good Faith Energy

Download on the App Store

GET IT ON Google Play



PROJECT TRACKING

You'll always know exactly where you are in the installation process, what's been completed, and what's coming next.

ENERGY MONITORING

Once your solar system has been installed, you can use the same app to monitor your energy production and consumption.

EARN MONEY FROM REFERRALS

Refer a friend or family member and earn $500 per referral that goes solar with us as a thank you.

CUSTOMER SUPPORT

Our dedicated Customer Support Team is just one tap away. You will find contact details in the app or open a support ticket with all your details on hand right away.

EXCLUSIVE E-SHOP ACCESS

Get special access to solar system add-ons, including battery storage, EV chargers, and other energy-saving upgrades.

7 SAVE ON SERVICE WITH GUARDIAN

GOOD FAITH ENERGY
GUARDIAN

PROTECT YOUR SOLAR INVESTMENT

Solar and battery systems are built to last decades, but only if they're properly maintained. The Guardian Plan is your safety net. We'll make sure it stays running efficiently for the long haul. The Guardian Plan ensures you're never at the back of the line. As adoption grows, we're expanding our dedicated service team to cut down wait times and deliver faster response. Members get priority scheduling, and faster resolutions.

FAIR PRICING BASED ON SYSTEM SIZE

We designed the Guardian Plan to be affordable and practical. In fact, the cost of your plan can pay for itself with just one or two service calls a year. Without it, you could face unexpected repair bills, long wait times, or difficulty finding a qualified technician. With Guardian, you join a community of solar & battery owners who share the cost of maintaining reliable, high-quality service.

FULL SUPPORT FOR COMM. & FIRMWARE ISSUES

Communication errors and firmware glitches can shut down your system's performance just as easily as a hardware failure. These problems can be frustrating to troubleshoot, and costly. As a Guardian member, you'll never have to worry about this. Our team will handle communication resets, monitoring connectivity, and firmware updates to keep your system online, efficient, and delivering the savings you expect.

SIGN UP FOR AS LOW AS $300/YEAR

goodfaithenergy.com/get-service