

Guardian Service Plan: 12-month Plan Offering

Good Faith Energy proudly warrants its labor and workmanship for up to 10 years, along with a 5-year Roof Penetration Leak Warranty, effective from the date of job completion.

Our new Guardian Plan now covers your system with comprehensive support, offering peace of mind for any service labor not covered by your existing warranty. As the program evolves, the Guardian Plan will allow GFE to grow our service team, enhance our capabilities, and reduce customer wait times.

Normal Service Rates:

- Truck Roll: \$150 minimum
 - Variable rate of \$150, plus IRS-approved mileage rate outside of 50 miles from Company HQ
- Technician Base Rate: \$80 per hour while on site, minimum of 1 hour
- Helper Base Rate, if needed*: \$50 per hour while on site
Minimum invoice of \$230 for truck roll and 1 hour of technician labor

Normal Service Rates for one 4 Hours System Diagnostic & Initial Repair:
\$470 for one technician & \$670 for two technicians*

*These sites generally require two technicians for **safety** efficiency and quality purposes.

Guardian Plan Rates:

Solar and Battery Owners can now choose to invest in our Guardian Service Plan, which will allow cost sharing of solar, battery system and load management equipment maintenance among the entire community of system owners.

Pricing is structured fairly, and just 1-2 truck rolls per year pays for the investment plus some. Adoption is critical to ensure a positive client experience, collective success, and maintain system serviceability and reliability for the duration of ownership.

Option 1: PV Only System

\$300 Annual Fee

\$75 service rate for up to 4hrs onsite

- **Quick savings breakdown** \$300 (Annual Fee)+ \$75 (first visit) =\$375

Normal service rates for 4hrs = \$470 one technician
Savings can be seen at first truck roll

Option 2: PV + Storage (up to 3 batteries)

\$500 Annual Fee

\$100 service rate for up to 4hrs onsite

- **Quick Savings breakdown** \$500 (Annual Fee)+100 (first visit)=\$600
 - Normal service rates for two technicians = \$670.These sites generally require two technicians to handle effectively.
Savings can be seen at first truck roll
- If you need **2 site visits per year**, the total cost with our normal service rate is:
 $\$670 \times 2 = \mathbf{\$1,340}$
 - With the service plan, the cost is:
 $\$500$ (sign-up fee) + $(\$100 \times 2$ visits) = **\$700**

Option 3: 320 Meter Base -OR- PV/Storage 4+ batteries

\$650 Annual Fee

\$125 service rate for up to 4hrs onsite

- **Quick savings breakdown** \$650 (Annual Fee) +125 (first visit)=\$775
- If you require **2 site visits per year**, the total cost with the standard rate is:
 $\$670 \times 2 = \mathbf{\$1,340}$

With the service plan, the cost is:
 $\$650$ (sign-up fee) + $\$125$ (first visit) + $(\$125 \times 1$ additional visit) = **\$900**
- If you require **4 site visits per year**, the total cost with the standard rate is:
 $\$670 \times 4 = \mathbf{\$2,680}$

With the service plan, the cost is:
 $\$650$ (sign-up fee) + $(\$125 \times 4$ visits) = **\$1,115**

Other perks- Marketing side

- **Automatic Raffle & Giveaway Entries:** Every quarter, automatically enter exciting raffles and giveaways—just for being a member of the Guardian Plan!
 - Year 1 Giveaway Options- Pick from one of the following options (2 winners):
 - Cash Prize- \$250
 - Complimentary Thermal Drone
 - Travel Voucher- \$350
 - Revisit for 2025

- **Exclusive Discounts & Early Access:** Enjoy special discounts and first dibs on upcoming system upgrades, keeping your setup ahead of the curve.
 - **First to Know About Active Monitoring:** Be the first to hear about our **Phase Two** offering, where Active Monitoring* will be added to the Guardian Plan—bringing even more value to your service.
 - Active monitoring involves the GFE team staying ahead of potential issues by identifying them early and sending notifications for any irregularities, allowing for prompt maintenance or adjustments when needed.
 - Active monitoring may cost additional monthly fees.
- **Educational Resources:** Receive annual insider tips, expert guides, and valuable resources designed to keep you informed and optimize your experience.

Guardian Plan Key Benefits:

- **Available to Everyone:** The Guardian Plan is accessible to all customers - legacy, future and orphan.
- **Comprehensive Protection:** Enjoy comprehensive protection for your service needs, including your GFE-installed SPAN and EV charger.
- **Full Support for Comms & Firmware Issues:** Rest easy knowing that communication and firmware-related problems are covered under the plan.
- **Need More Time?** If the service exceeds 4 hours, any additional time will be billed at the **discounted rate of \$40 per man hour**, ensuring that costs remain transparent and manageable.
- **Long-Range Truck Rolls:** Our team is ready to travel to your site! Drive time is included in the 4-hour service window, and if additional time is required, it will be billed at our **discounted rate of \$40 per man hour**.

Terms & Conditions:

1. This Service Plan Agreement (SPA) is between Good Faith Energy (GFE), a Texas Limited Liability Company, and ____ (Service Plan Owner) ____.
2. The minimal term length of this SPA is 12-months.
3. This is a Service Plan, not a warranty, insurance, or extended warranty. It does not replace your existing Manufacturer or Workmanship warranties. Think of it as a Labor Protection Upgrade, which covers ambiguous issues not covered by the Manufacturer of the product and not covered under standard workmanship of GFE, such as:
 - a. Software & product connectivity Issues

- b. Blown Fuse
 - c. Tripped Breaker
 - d. Damage from rodents
4. Each visit includes up to \$200 worth of materials to address your needs on-site, ensuring no additional charges for basic materials.
5. If your original install was not completed by GFE, an inspection fee of \$450 will be administered if you're located within 50 miles of GFE's HQ. If you're further than 50 miles, the inspection will cost \$450 + IRS-approved mileage rate. The inspection will include a comprehensive analysis of your system's performance, installation quality, and system improvement recommendations.
6. ***Truckrolls to jump start a drained battery are not included in this plan. Please do not ever discharge your battery to 0%, no matter the situation.***
7. Payment is required up-front.
8. This service plan is not transferable.
9. We reserve the right to update, modify, or amend these Terms and Conditions at any time, with 30 days notice.

Exclusions:

1. Exclusions apply for acts of nature, including but not limited to, lightning, wind, fire, flood and hail, which should be covered under your homeowners insurance policy. **This coverage must be added by the policy holder with their insurance carrier.**
2. Critter damage repairs must be assessed on a case by case basis.
3. Out-of-network (Non-GFE Installed) clients must pay for an inspection fee prior to becoming eligible for Guardian plan coverage. Clients may opt-in to signing up for a Guardian Plan once repairs are made by GFE & operating at the rated capacity.

CURRENT GFE WARRANTY AGREEMENT

What Products & Services are Covered?

All component parts, including solar PV modules, inverters, energy storage system (ESS) components, transformers, and other renewable energy equipment system components are covered under the applicable manufacturer warranties, and Good Faith Energy, LLC ("GFE") DOES NOT warrant the cost of removing and replacing these parts. However, manufacturers may offer full or partial reimbursements in certain situations at the discretion of the applicable manufacturer. Notwithstanding the foregoing, GFE warrants its workmanship and related failures based on the Warranty provision previously notated in the MSA.

Limited Workmanship Warranty

The workmanship warranty period begins on the day of system operational commissioning, specified by the first date in which the solar panels, inverter(s), and battery(s) are registered to the manufacturer. If during this period, there is a system or component breakdown, or degradation of electrical output more than 15% as direct result of an installation defect in GFE's workmanship (and NOT result of normal performance degradation over time, or component failure) GFE shall, at its sole option, repair, replace or refund the contract price or portion thereof as necessary compensation. Such repair, replacement, or refund shall be the sole remedy provided by this warranty agreement and shall satisfy all of GFE's liability with respect to this warranty. Furthermore, GFE shall be held harmless of any circumstantial failures of pre-existing site electrical equipment, defective devices, tampering, and negligence of any party other than GFE following the completed installation, at any time, UNLESS failures are directly attributable to GFE's negligence in installation or design.

There may be circumstances of flickering lights, false trips of circuit breakers, common/differential mode electrical noise or other unforeseen phenomenon due to equipment interactions beyond the control of GFE. GFE shall research, report and advise on corrective measures in response to these events, if they occur, with the support of applicable manufacturers. GFE shall not be held liable for aforementioned events, or other unmentioned events UNLESS they are directly related to negligence in installation or design. Payments for such services will be due in accordance with service contracts defined elsewhere in this document.

Limited Product Warranties

Manufacturers carry Limited Product Warranties (including their duration) are subject to a number of important exclusions and limitations, which are defined differently per Manufacturer. Please familiarize yourself with those exclusions and limitations so you can properly understand what is and isn't covered by your Manufacturer.

Limited Roof Penetration Warranty Exclusions

GFE offers a roof penetration weatherproofing warranty on any structure roofing surfaces defined by the PV-1 section of a project's engineering design planset. GFE IS NOT liable whatsoever for roof surface defects or resultant leaks on structure roofing surfaces unaltered by any installations performed by GFE at any point in time.

General Exclusions

GFE SHALL NOT be liable for lapses in communication with any internet connected devices installed following the completed installation. The owner will be charged for internet troubleshooting in accordance with service contracts defined elsewhere in this document. Guidance for self-service of internet connection shall be provided free of charge.

This warranty shall be VOID if:

- The system is not operated and maintained in accordance with the written operation and maintenance specifications provided to the Owner.
- The system is not operated and maintained in accordance with the written operation and maintenance specifications provided to the Owner.
- The product has been modified, repaired, or reworked in a manner not authorized, nor performed by GFE or GFE directed subcontractors.
- The equipment has been tampered with, physically altered, damaged, abused, or operated outside the limits of its electrical, environmental, or use specifications.

Warranty Disclaimers

GFE markets and sells SOLAR PRODUCTION. GFE DOES NOT in any way sell, warranty, or guarantee any utility bill reduction or offset. It is common that after installing a solar array, a system owner will slowly or sometimes quickly, increase their electrical consumption over time. GFE is not responsible for utility billing costs. GFE is responsible for a production amount in Watt Hours (Wh) or kilowatt hours (kWh) specified in sales and installation agreements. Increases in utility billed dollar amounts are generally not reflective of a given system's performance if no issues are detectable in the system. Generally, utility bills increase overtime due to increased electrical usage outside the scope of original system planning, increase in electricity or delivery charges, or changes to billing parameters by a given utility organization.

In approximately 5% of installations, the possibility exists that there may be very technical and illusive problem(s) with a given system, not related to incorrect design/installation and/or GFE LLC technician workmanship error. While most solar and/or battery storage system service related issues are simple to navigate, this isn't always the case. In extreme cases, it can take months to illuminate and correct functional obstacles to proper system performance. GFE SHALL NOT be held liable for any consequential damages relating to any solar and/or battery storage system being non-operational or less than fully operational for any time it takes for GFE to diagnose and repair or restore full functionality.

Including but not limited to:

A solar/battery storage system may, by nature of technical electrical and signaling interactions between equipment, require additional equipment that cannot be reasonably accounted for within the initial sales and design process, short of charging all clients for potentially unnecessary equipment and/or services.

These include, but are not limited to: electrical filtering, digital system analysis and calibration via manufacturer designed computer software and specialized service equipment such as power quality analyzers, oscilloscopes, high potential testers and others.

These issues may be derived in:

- within the solar/battery storage system itself
- due to preexisting site electrical system/devices
- and/or electrical system/devices located on adjacent properties

There may be manufacturer defects which require a relatively extended period of time to isolate, identify and locate an issue to a particular manufacturer and/or piece of equipment before a replacement is deemed necessary.

Limitation of Liability

GFE is in no way liable for such unpredictable circumstances as these ARE NOT negligence or a defect in workmanship. In some cases, manufacturers may provide expense reimbursement for upgrades/labor cost/specialized equipment. In other cases, the Owner will be solely responsible for such upgrades/labor cost/specialized equipment.

Internet connectivity

Painting conduit

Replacing transformers

Sheetrock repairs

Framing updates

Landscaping

HVAC units

Generators

Claims Process

In order to make a claim under these Limited Warranties, please go to the GFE website at: www.GoodFaithEnergy.com/service. Then, please fill out the form, and a Good Faith Energy representative will contact you after receiving your submission.

Good Faith Energy Contact Details

- GFE website for submitting a Service Request form: www.GoodFaithEnergy.com/service
- GFE email: service@goodfaithenergy.com
- GFE address: 4122 Billy Mitchell Dr, Addison, TX 75001
- GFE phone number: (972) 77-POWER