

THE SOLAR TRAP: PAYING \$500+/MO FOR BROKEN PROMISES



THE PROMISE (SUNNOVA)

90% Performance Guarantee ✓



THE REALITY (SUNSTRONG)

**Panel running at
5% CAPACITY ✖**

"I feel betrayed and trapped... forced to pay for something I didn't agree to." – Homeowner Statement

DON'T BE A VICTIM. CALL US AT 480-992-0112

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A Systemic Failure: Homeowners Trapped Between Solar Acquisitions and Bankruptcy

The transition of loan ownership between solar entities is creating a severe consumer protection crisis. We are witnessing a disturbing pattern where homeowners are left stranded with non-functional systems and massive monthly payments due to failed warranty obligations post-acquisition.

A recent statement provided to Solar Cancellation RC highlights the severity of this issue involving the transition from Sunnova to Sunstrong:

"I financed a solar electric system through Sunnova... Sunstrong now owns my loan. Two days ago a Sunstrong technician came and replaced the first panel that I reported... I called Sunstrong yesterday to ask about fixing the second failing panel and they said that they aren't honoring Sunnova's warranty repairs any longer."

Despite a sales guarantee that components falling below 90% would be replaced, Sunstrong refused to replace a panel admitted to be operating at only 5% capacity.

The homeowner is now paying over \$500 per month for a system operating at ~60% efficiency, stating: "I feel betrayed and trapped in a situation where I'm forced to pay for something I didn't agree to, and if I stop paying it will affect my credit, or possibly a lien on my home."

The Industry Impact: This is a clear breach of expected warranty obligations. The growing pattern of SunStrong apparently refusing warranty repairs inherited from Sunnova is affecting consumers nationwide, leaving them financially vulnerable with

David Terry

 Messaging 

Exhibit 10