

# 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**

Echa un vistazo a este empleo en Sunstrong International Industrial Ltd: Maintenance Engineer

... Maintenance Engineer

Solar Cancellation RC 42 followers 2d • ③

**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 failing 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

## Exhibit 10