



Homeowner Welcome Packet

Welcome to Axia by Qcells 🌻

Overview

Thank you for going solar with an **Axia by Qcells system**, the one true factory to rooftop solution in the market! This packet will help you understand your system, agreements, warranties, billing, and what to expect throughout your solar journey.

1. Welcome Letter

Welcome to going solar through your Axia powered system! This packet includes all the essential information you need to know about your solar system, agreements, warranties, billing, support, and how to get the most out of your upcoming system.

We're excited to help you generate clean energy, save money on power bills, and enjoy a sustainable home energy experience.

Sincerely,



2. What is included in the Axia package?

How your system is financed determines who owns it and both options offer great benefits.

If your system is financed through **EnFin** or another third-party provider, they own the solar equipment installed on your home. You'll pay a predictable monthly energy rate based on your system's production and the terms of your agreement, typically structured as a lease or Power Purchase Agreement (PPA).

The best part? There's no upfront cost for equipment or maintenance - it's all included.



What's Included:

- Custom solar system design and professional installation
- Premium solar panels and high-efficiency inverters
- Permitting and full project management
- System monitoring, maintenance, and ongoing support
- Easy billing and access to an online customer portal

Note: If you purchase your system with cash (or through a loan), you own the system outright and benefit directly from energy savings, applicable tax incentives, and added home value.

3. Agreements & Contract Details

Included (or referenced) documents you should keep:

- Solar Lease Agreement (if your plan is a lease)
- Power Purchase Agreement (PPA) (if applicable)
- System sizing and components summary
- Rate schedule for solar energy payments
- Contact information for your installer and Financier support

These documents outline your rights, responsibilities, term length (typically 25 years), rates, payment schedule, and how production credits are applied.

4. Warranties, Monitoring & Protection

From day one, your system is backed by strong, long-term protection.

If your system is financed through **EnFin**, your coverage includes:

- **25-year equipment warranty** on solar panels and inverters
- **25-year workmanship warranty**
- **25-year production guarantee**, typically ensuring at least 90% of expected annual energy output (unless state regulations vary)



If you purchased your system with cash or a loan, please refer to your specific product and production warranties for full coverage details. Warranty terms may vary by product type (solar panels, batteries, microinverters, etc.).

5. What to expect leading up to installation

Your next step is the site survey. Please plan to be home and set aside about half a day for this visit. The scheduled time is the surveyor's *arrival* window - not the completion time. Once on-site, the survey typically takes an additional 2–3 hours to complete and gather all the details needed for your custom system design.

After the survey is finished, we finalize your system layout and submit the design documents to your city for permitting and approval. As soon as permits are approved, we'll move forward with scheduling your installation.

6. What to expect after installation

Once your system is installed, our team will review everything with you, answer your questions, and make sure your property is clean and free of debris before we leave. We want you to feel confident from day one.

Next comes **utility interconnection**: the approval process that allows your system to connect to the local power grid and begin operating.

Here's what that typically includes:

- **Inspection:** After approval, your system is installed and inspected for safety and code compliance.
- **Permission to Operate (PTO):** Once inspections pass, the utility grants final approval to turn your system on.
- **Meter Update (if needed):** Your utility may install a bi-directional meter to track energy sent to and from the grid.
- **System Activation:** After PTO is issued, your system is officially turned on.

Most interconnection processes take about 2–4 weeks. Any required utility fees are typically included in your overall installation cost.

This final step ensures your system operates safely and smoothly with the grid - so you can start generating clean energy with confidence!



7. Future Support & Contacting

We're truly excited for you to begin this journey in operating your home from clean energy system. By going solar, you're not only investing in your home - you're making a meaningful impact in helping transition our world to renewable energy. That's something to be proud of.

If you ever have questions, we're here for you. Reach out anytime at service@axiasolarusa.com, contact your Axia partner who helped you get started, or call us at (949) 800-8966.

Installation Questions?

- **Email** help@axiasolarusa.com

Lease Questions? Reach out to EnFin Contact Below:

- **General/Contract Support:** 833-586-3677 or contractinquiries@enfin.com.
- **Account Servicing/Payments:** 866-970-1109.

Service Questions? Reach out to Ominidian's Contact Below:

- **Submit Service Request ticket:** <https://www.omnidian.com/service-request/>

Welcome to the Axia by Qcells family! We're honored to power your home and your future.

