Stanton EliteCare+ Membership

Terms & Conditions

Effective Date:

1. Overview

The Stanton EliteCare+ membership is a monthly subscription that provides members with enhanced service coverage, warranty support, and exclusive benefits related to their Stanton Solar power systems.

By enrolling in this membership, you agree to the following terms and conditions.

Membership Pricing:

Membership is $14.99 per month, ongoing until cancelled. Membership and billing start when you sign up and provide payment details. Nothing is billed until then.

- **If your system was installed on or after March 1, 2026,** you pay no enrollment fee. The first year was included with your system at no charge. Signing this agreement continues your membership after that first year at $14.99 per month.
- **If your system was installed before March 1, 2026,** a one-time $250 enrollment fee is due when you sign up. The $250 enrollment fee is in addition to the monthly fee, not a replacement for it.

Important Notes:

- WiFi changes are not included. Homeowners must reconnect their devices.
- We do not cover the cost of equipment where the warranty has been denied by the manufacturer.
- Travel charges of $1 per km apply anywhere more than 30 minutes from our head office.

- Steepness surcharge: Service on roof steepness over 30 degrees may be subject to a $250 charge

2. Coverage Inclusions

2.1 Inverter Coverage

- All labor related to inverter diagnostics, removal, shipping, and reinstallation is covered under this membership.
- Stanton will cover the entire call even if manufacturer labor coverage is partial or limited.
- Multiple diagnostic visits, if required, are included.
- Stanton will handle firmware updates, reprogramming, and inverter communication troubleshooting when applicable.

2.2 Panel Coverage

- Full service labor for removal, shipping, and reinstallation of defective panels is included.
- Stanton maintains a limited stock of discontinued or legacy panels to support replacements. If a compatible panel is not available, Stanton will issue a reimbursement equivalent to the panel's market value.
- If roof space constraints or panel mismatch prevent a replacement, reimbursement will be issued instead of replacement.
- All shipping costs for defective units are covered.

2.3 Optimizer Coverage

- Stanton will cover the entire call regardless if manufacturer labor coverage is partial or limited.
- All shipping costs for defective units are covered.

2.4 Lost Production Payment:

If Stanton cannot complete service within 14 business days from initial ticket creation, Stanton will pay the member for the solar production lost during the delay. This is a cash payment, not a credit: the member chooses whether to receive it by e-transfer or as a gift card. This applies from April to November (due to potential winter weather constraints and low production). Days that Stanton is waiting for replacement parts from the manufacturer do not count toward the 14 business days.

In the case of a dispute, any time spent coming to an agreement or awaiting an insurance decision does not qualify.

2.5 Additional Benefits

- 15% discount on panel cleaning, lighting upgrades, home energy monitoring installations, and other Stanton products/services.
- Triple the standard referral bonus: **$1,500** per referral (vs. $500 standard) for completed installs.
- Birdcage repairs and animal guard issues are covered (cage repair only; pest removal or cleaning is not included).

3. Exclusions & Limitations

- Panel cleaning is not included in the membership but is available at a discounted rate.
- Cosmetic issues such as discoloration, light shading, or minor panel performance loss not classified as a defect are not covered.
- Acts of God, intentional damage, or third-party tampering are not covered.
- Stanton reserves the right not to renew coverage for systems for any reason.

4. Changes in Terms and Conditions:

Stanton Solar reserves the right to modify or discontinue the program with 30 days' notice.

5. Cancellation Policy:

Members can cancel at any time with 30 days' notice. No refunds will be issued for partial months.

Monthly payments are processed automatically only once you have signed up and provided payment details.

6. Acceptance Enrollment in the EliteCare+ Membership constitutes full agreement with the above terms and conditions.

Signature: _____ **Date:** _____

Printed Name: _____