



# Welcome to premium protection.

Your Omnidian Performance Plan protects your investment in solar and provides you with five-star performance monitoring and customer support.

## Performance Plan Benefits

### Performance, Guaranteed

Our AI-powered performance management technology ensures increased energy production and system up-time, secured by a year-end cash-back guarantee.

### Proactive Communication

We monitor the performance of your system and contact you if we detect any issues, such as irregularities in communication or energy generation.

### Repair Services

When we detect an issue, we remotely troubleshoot with you and coordinate any needed service visits or warranty claims. Your plan covers both parts and labor.



#### Intelligent Issue Detection

We go beyond traditional monitoring with proprietary technology that filters false alerts and identifies the root cause of issues.



#### Remote Diagnosis & Troubleshooting

Our technology remotely diagnoses the source of the issues - and often automatically resolves them.



#### Live Customer Support

Our US-based solar experts are available live by phone, chat, and email for support and remote troubleshooting.



#### Quarterly Performance Reports

You'll receive quarterly updates on the actual versus the expected energy output of your system.



#### Local Expert Technicians

Our vetted service partners are on-call for any need, and our service team reviews all of the work they do for quality and timely completion.



#### Hassle-Free Service Management

If your system experiences a serviceable problem, we coordinate having a technician come to your home and manage the repair through resolution.



#### Covered System Repair Costs

We pay for qualifying technician visits, including parts and labor - a cost typically not covered by manufacturers' warranties.



#### Cash-Back Performance Guarantee

We'll cover the shortfall if the annual system energy output doesn't reach at least 95% of what we benchmark.

## Let's connect.

If you have any questions about your plan, please reach out to us:

888.232.9181

support@omnidian.com

Our teams are available:

Monday–Friday, 7 AM–5 PM (PT) / 10 AM–8 PM (ET)

Saturday–Sunday, 8 AM–5 PM (PT) / 11 AM–8 PM (ET)