



Sunpower complaints

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After major months of public struggles and structural changes, SunPower, one of the country's largest home solar providers, filed for bankruptcy. This leaves the company's nearly 600,000 residential solar customers wondering, "What do I do now?"

To put it simply, it's complicated. A lot is still up in the air, but here's what consumers should know about the situation with SunPower and how it impacts their system.

SunPower customers can compile all of their paperwork and SunPower communications, call the SunPower dealer who completed their installation, and contact the equipment manufacturer to understand their system's status better.

Customers affected by SunPower's bankruptcy may lose some of the initial warranty coverage promised but should still be covered by manufacturing warranties.

Those who own their solar panels can have their systems repaired by other service providers or their initial installer, but finding someone who will take on repairs may be difficult.

First things first, SunPower is not out of business, at least not yet. The company filed for Chapter 11 Bankruptcy, which allows a company to restructure while it continues to operate.

Complete Solar, acting as a "stalking horse buyer," was awarded the bid for a portion of SunPower's assets, including Blue Raven Solar, SunPower's New Homes business, and a portion of SunPower's Dealer network.

SunPower is continuing to operate other portions of the business, but it's possible SunPower will try to liquidate more of its assets in the future. The total impact of SunPower's bankruptcy remains to be seen and will continue to develop with time.

As of September 20, 2024, SunPower ceased system support through the mySunPower app, web portal, or its phone number, 1-800-SUNPOWER. So, what are you supposed to do now? Here are a few options as you're finding solutions in the wake of SunPower's bankruptcy:

Gathering all of your SunPower paperwork is crucial for moving forward. You'll want your warranty paperwork, signed contracts, and financing agreements handy. If you've had any written communications with SunPower, keep them on file.

Familiarize yourself with the equipment on your roof, most notably the equipment brands. You can find this



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information in your contract. If you don't have your contract, your local permitting department may have a record of your equipment.

Understanding the fine print of your contracts will make it easier for you down the line if another company takes over your lease or if you need a contractor to come out and fix your system.

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