



**888-815-6633**

**www.solarunion.com**



SolarUnion is proud to be a **Diamond Certified** company—rated highest in customer satisfaction and quality installations



Named by EnergySage as the **Best Local Solar Installer in Northern California** and one of the top ten **Best Local Solar Installers in the US** in 2016, we are committed to providing an unparalleled customer experience



Unlike traditional installers that offer limited product or workmanship warranties, we provide a 25-year **Performance Guarantee** for parts, workmanship and kWh output. Should the system not meet the contractually required kWh output, we replace any equipment necessary, restore the system to optimal performance and pay the homeowner for any lost production. Under this model, our customers enjoy the certainty that their system will perform optimally for 25 years, and if it doesn't, SolarUnion will absorb the costs



Additionally, we guarantee the quality of our installation with our comprehensive roof integrity coverage of \$2,000,000



We apply decades of experience to ensure each system is skillfully and carefully integrated to preserve the aesthetic beauty of our customers' homes while achieving maximum solar exposure and full electric offset



Our efficient operations and experienced team allows us to pass substantial cost savings to the customer. Whether financing or purchasing the system, SolarUnion guarantees outstanding value and rate of return



# SolarUnion

HAS EARNED THE PRESTIGIOUS



We declare that  
SolarUnion  
has been independently rated highest in  
quality and has received the prestigious  
Diamond Certified® award.

A handwritten signature in cursive script, reading "Jim Stein".

Jim Stein  
Founder & Chief Executive Officer  
American Ratings Corporation

#### **RATING REQUIREMENTS TO QUALIFY FOR DIAMOND CERTIFIED:**

1. **APPLY** Companies must apply to be certified.
2. **SAMPLE** A random sample of typically 400 past customers is pulled from all customer files of the applicant company.
3. **SURVEY** A confidential telephone survey captures the customer satisfaction score based on quality.
4. **TABULATION** The quality score is tabulated. To qualify, the company must score a very high 90 on a 100 scale.
5. **CREDENTIALS** The applicant company's credentials are independently rated (license, insurance, complaint status and credit for contractors).
6. **PRACTICES** Are the company's business practices "customer friendly"? It must stand behind its performance.
7. **AGREEMENT** The company agrees to adhere to the Diamond Certified Customer Satisfaction Principles.
8. **AWARD** If quality rating, credential rating and business practices qualify, the company is awarded Diamond Certified.
9. **RE-RATING** Ongoing customer satisfaction ratings are completed.
10. **MEDIATION** If ever necessary, the company participates in Diamond Certified mediation.
11. **GUARANTEE** A limited guarantee ensures performance.
12. **QUALITY** The Company participates in the ongoing elite Diamond Certified Quality Satisfaction Program.