

A close-up photograph of a sunflower field under a bright sky. The sunflower in the foreground is in sharp focus, showing its intricate petal structure and dark brown center. Other sunflowers are visible in the background, slightly out of focus. The overall tone is warm and bright, with a strong yellow and orange color palette.

YOUR
SUNPOWER®
MONITORING
SYSTEM
GUIDE

SUNPOWER®

YOUR SUNPOWER® MONITORING SYSTEM

Congratulations on your new SunPower solar system with SunPower monitoring! SunPower's advanced monitoring solution allows you to easily and flexibly track your solar system's performance.

You can see how much solar energy you are currently producing, review historical energy production, track the overall performance of the system, and see how much you've benefitted the environment over the lifetime of your system.

Use this guide to create and sign into your account, learn about your monitoring system, and start seeing your energy information!

CONTENTS

- 01 How Your SunPower Solar System Works
- 02 Register and Sign into Your Account
- 04 Dashboard
 - My System
 - System Alerts
 - Now Generating
 - Energy Over Time
 - Solar Generated
 - Environmental Impact
- 06 My Account
 - Profile
 - Reports
- 07 Support
 - Messages and Alerts
 - Documents
 - Contact Information
- 08 Consumption Monitoring Kit Features
- 10 Mobile Device App
- 12 Send Feedback



HOW YOUR SUNPOWER® SOLAR SYSTEM WORKS

1. SUNPOWER® SOLAR PANELS

From sunrise to sunset, the SunPower solar system converts sunlight into electricity. The system turns on automatically in the morning and turns off automatically at night. The solar cells in the panels produce direct current (dc) electricity which then flows to a solar inverter.

2. SOLAR INVERTER

The inverter (or microinverter) converts the electricity produced by your panels into the electricity required for your home's use which is delivered directly to your home's main electrical service panel.

3. ELECTRIC METER

The electric meter measures the net electricity usage, showing the difference between what your home's using and what your solar system's producing. The meter displays how little energy you are using from the grid now that you generate your own with SunPower.

4. SUNPOWER MONITORING SYSTEM

With SunPower monitoring you see how much energy your solar system is currently producing, review historical power production, track overall system performance, and see equivalent ways in which you've benefitted the environment over the lifetime of your system.

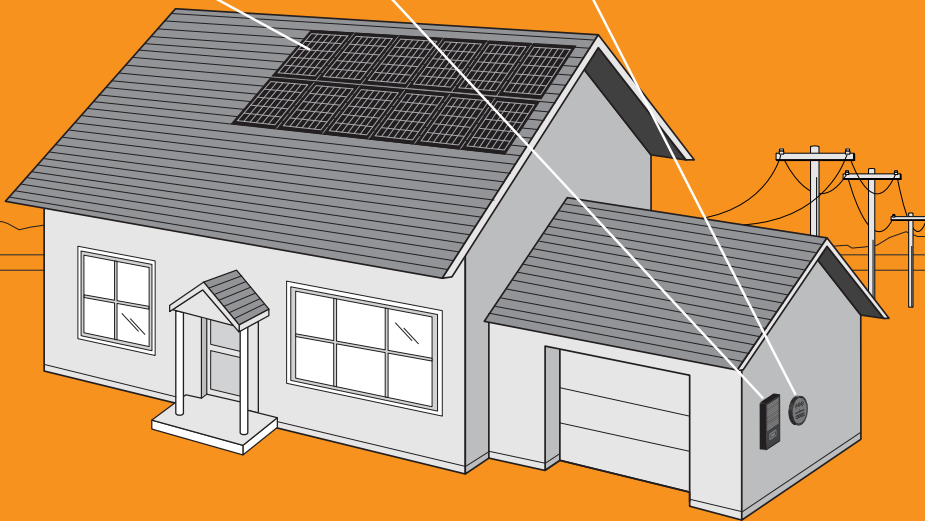
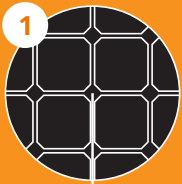
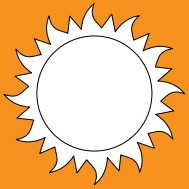
Your monitoring equipment must be plugged into a wall outlet and be connected to a high-speed Internet connection in order to display data*. View your home's system performance, 24 hours a day, 7 days a week, at <https://monitor.us.sunpower.com> or with our free monitoring app for iPhone®, iPad®, and Android™ mobile devices.

If you chose to include the optional SunPower Consumption Monitoring Kit, you can see how much money your solar system is saving you on your utility bill and learn how your home uses energy to make smarter decisions for your home and family.

TECHNICAL QUESTIONS OR PROBLEMS

If you are experiencing an issue with your SunPower monitoring refer to the FAQ, contact your dealer, or call 1-800-SUNPOWER.


*SMS must be connected to correct issues, maintain the Production Guarantee that's part of your Lease Agreement, and help you save on electricity bills.



CREATE AND SIGN INTO YOUR ACCOUNT

1. Visit the monitoring website: <https://monitor.us.sunpower.com>.
2. If you have already created a SunPower monitoring, proceed to Step 9 to sign into the monitoring website. If you have not created your account, proceed to Step 3.
3. Click **create an account**.

4. Locate the serial number for your inverter model and type it in the *device serial number* field and click **continue**.

Click the  (help icon) for assistance locating your device and device serial number.

5. Type your email address, a password, and your name and phone number.

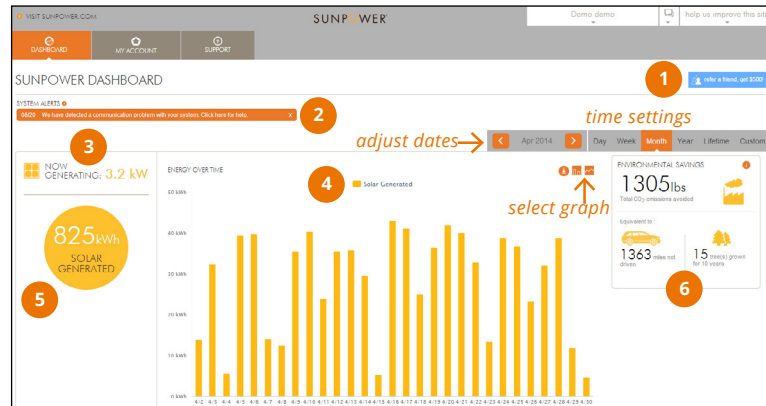
Note. If your address is incorrect, contact 1-800-SUNPOWER.

6. Read the *Terms of Use, Privacy Statement, and EULA*, and select the checkbox after reading.
7. Click **register**.
8. Open the registration email you receive and click the confirmation link in the email.
9. Type your email address and password.
Important! If you forgot your password, click **Forgot Password?** and follow the instructions.

10. (Optional) Select the **Keep me signed in checkbox** if you would like to remain logged in for subsequent visits.
11. Click **sign in**.

DASHBOARD

Click the **DASHBOARD** tab to view your energy data.



1. REFER A FRIEND

Click the button to refer your friends and receive \$500 when they go solar!

2. SYSTEM ALERTS AND MESSAGES

Click alerts and messages at the top of your dashboard for important system information. Click an alerts and follow provided troubleshooting steps. Click messages to for important updates from SunPower.

3. NOW GENERATING

See the energy your solar system is currently producing in kilowatt-hours (kWh). This is not displayed at night, early morning or late evening hours, or when it's shaded because your system is not generating energy during those times.

4. ENERGY AND POWER OVER TIME

Graph

Lots of yellow bars means your solar system is saving you money on your electricity bill and your meter may be spinning backwards! Click the (summary icon) to see a bar graph of your solar energy, or the (detail icon) to see a line graph of your solar power. Hover over the graph to see solar generated for specific dates and times.

If your system did not generate energy for the selected time setting, yellow (solar generated) bars do not appear.

If you have a SunPower Consumption Monitoring Kit (installed by your dealer), refer to *Consumption Monitoring Kit Features* (p. 10) for additional features.

Time Settings

Select a time setting (day, week, month, year, or lifetime) to view solar energy generated for a specific time period. Click the or around the date range to scroll dates by the selected time setting.

To display a custom date range on the graph: click the **Custom** time setting, click and select the **Start Date** and **End Date**, and click **update view**.

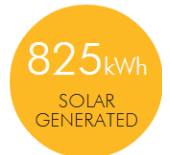
Download Data

Select the time setting for which you would like to view energy data and click the (download icon) to download the energy data in a spreadsheet. The energy data is provided in intervals based on the time setting you select (for example, the Day time setting provides data in 1-hour intervals and the Year time setting provides data in 1-month intervals.)

5. SOLAR GENERATED

The amount of solar generated for that time period you've selected is displayed in kWh.

If you have a SunPower Consumption Monitoring Kit (installed by your dealer), refer to *Consumption Monitoring Kit Features* (p. 10) for additional Energy Mix features.



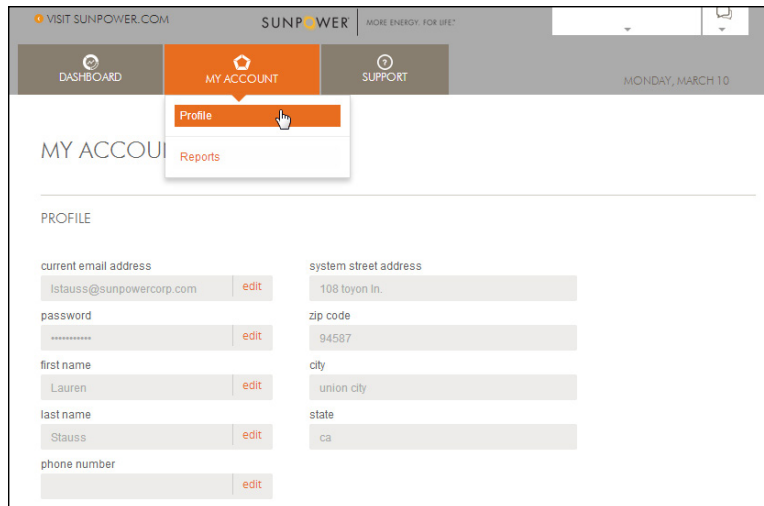
6. ENVIRONMENTAL SAVINGS

Your Environmental Savings show the equivalent emissions prevented by generating renewable energy with your system. They are calculated using the US Environmental Protection Agency (EPA) methodology and may not precisely reflect the impact you've had on the environment but give you an estimate of all the good you're doing.

MY ACCOUNT

PROFILE

Click the **MY ACCOUNT** tab and select **Profile** to see the registered address and to update your email, password, first name, last name, and phone number.



current email address: lstauss@sunpowercorp.com [edit](#)

password: ***** [edit](#)

first name: Lauren [edit](#)

last name: Stauss [edit](#)

phone number: [edit](#)

system street address: 108 toyon ln.

zip code: 94587

city: union city

state: ca

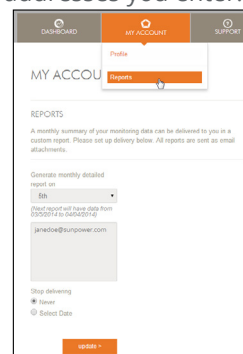
To change your information or password: click **edit**, make changes, and click **update**.

Note. You cannot change the system address. If the system address is incorrect, please contact 1-800-SUNPOWER to update.

REPORTS

Click the **MY ACCOUNT** tab and select **Reports** to set up delivery of a monthly energy report as a PDF to email addresses you enter:

1. Select a **day of the month** to generate the monthly report from the dropdown.
2. Type the **email addresses** to which you'd like the report sent.
3. Select a button for date to stop delivering reports (either **Never** or **Select Date**).
4. Click **update**.



Generate monthly detailed report on:

15th

(Next report will pause until you stop or reselecting)

lstauss@sunpower.com

Stop delivering:

Never

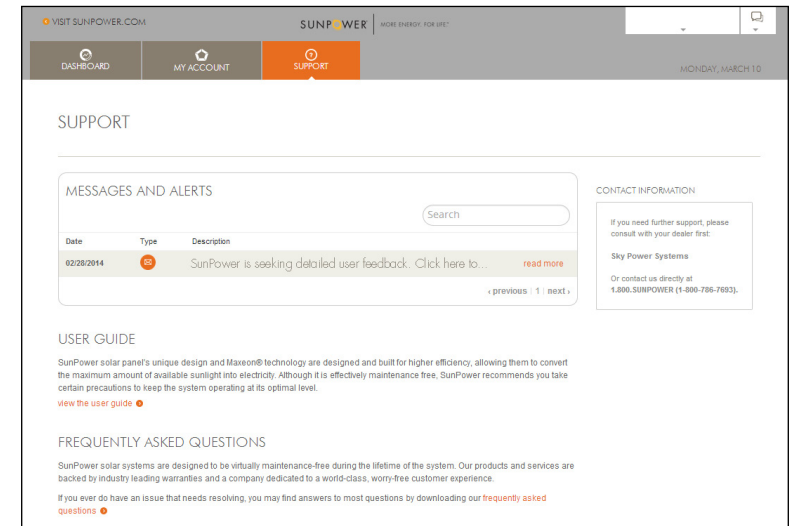
Select Date

[update](#)

SUPPORT

MESSAGES AND ALERTS

From time to time, SunPower may send you messages with updates regarding your system. Check for current alerts and messages on the **DASHBOARD** or **SUPPORT** tab on the web or in the app to view messages from and alerts with troubleshooting steps for system issues. Click **read more** for more details regarding a message or alert.



MESSAGES AND ALERTS

| Date | Type | Description |
|------------|------|--|
| 02/28/2014 | e | SunPower is seeking detailed user feedback. Click here to... read more |

CONTACT INFORMATION

If you need further support, please consult with your dealer first.

Sky Power Systems

Or contact us directly at 1-800-SUNPOWER (1-400-756-7893).

USER GUIDE


SunPower solar panels' unique design and Maxeon® technology are designed and built for higher efficiency, allowing them to convert the maximum amount of available sunlight into electricity. Although it is effectively maintenance free, SunPower recommends you take certain precautions to keep the system operating at its optimal level.

[View the user guide](#)

FREQUENTLY ASKED QUESTIONS

SunPower solar systems are designed to be virtually maintenance-free during the lifetime of the system. Our products and services are backed by industry leading warranties and a company dedicated to a world-class, worry-free customer experience.

If you ever do have an issue that needs resolving, you may find answers to most questions by downloading our [frequently asked questions](#)

In addition, current alerts are also displayed at the top of your dashboard and can be viewed by clicking the  (message icon) in the upper right corner.

DOCUMENTS

To learn more about your SunPower solar system or SunPower Monitoring System, click a link to download supporting documents.

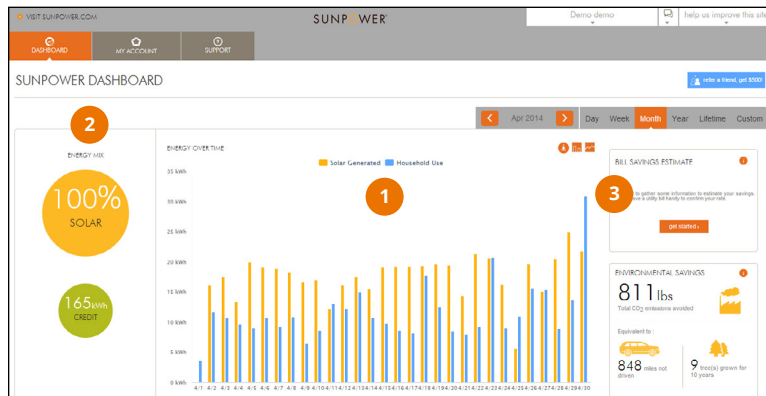
CONTACT INFORMATION

For service-related issues or questions about your monitoring system, please contact your SunPower dealer. If your dealer is unable to assist, please call SunPower Technical Support at 1-800-SUNPOWER.

CONSUMPTION MONITORING KIT FEATURES

The Consumption Monitoring Kit (installed by your dealer) allows you to monitor your home energy use and provides additional monitoring features, including Energy Mix and Bill Savings.

Not all homes are compatible with the consumption monitoring kit and your dealer may have assessed your home's compatibility during your system design and installation process. Please contact your dealer for additional details.



All monitoring features described in the DASHBOARD section are available if you have a Consumption Monitoring Kit installed. In addition, click **DASHBOARD** to view these additional features:

1. ENERGY OVER TIME

Yellow bars (solar generated) on the graph display how much energy your system is producing and blue bars (household use) display how much energy your home is using for the selected time setting.

2. ENERGY MIX

Summary

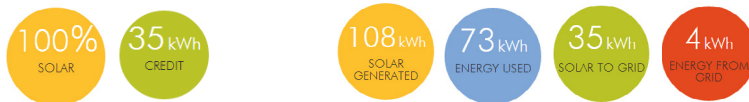
(click **back to summary**)

- Solar (%): yellow
- Credit (kWh): green

Details

(click **view details**)

- Solar Generated (kWh): yellow
- Energy Used (kWh): blue
- Solar to Grid (kWh): green
- Energy from Grid (kWh): red

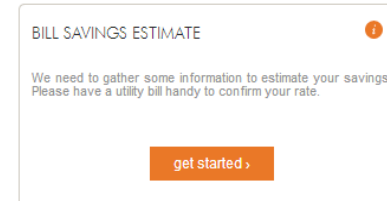


3. BILL SAVINGS ESTIMATE

SunPower *estimates* what you save on your electricity bill with your solar system. This is based on the solar energy generated by your system and the energy used by your home.

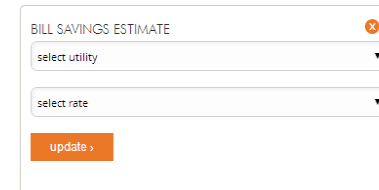
To see your bill savings estimate:

1. Have a recent utility bill handy.
2. Click **DASHBOARD**.
3. Click **BILL SAVINGS ESTIMATE get started** button.



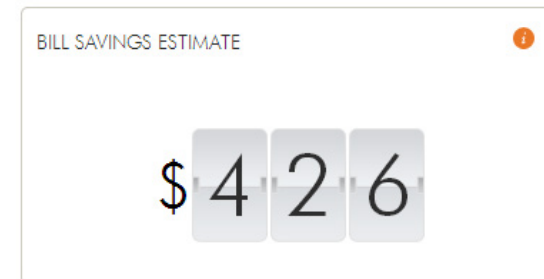
4. Select your **utility provider** and **rate plan** from the dropdown menu.

Note. Check your utility bill to see your rate plan.



5. Select **update**.

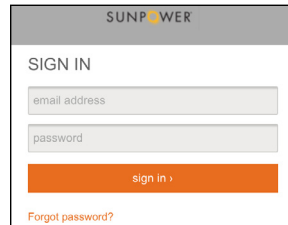
6. See your bill savings estimate for the selected time setting.



MOBILE DEVICE APP




Keep track of your home's energy information wherever you are with an app for your iPhone®, iPad®, or Android™ mobile device:

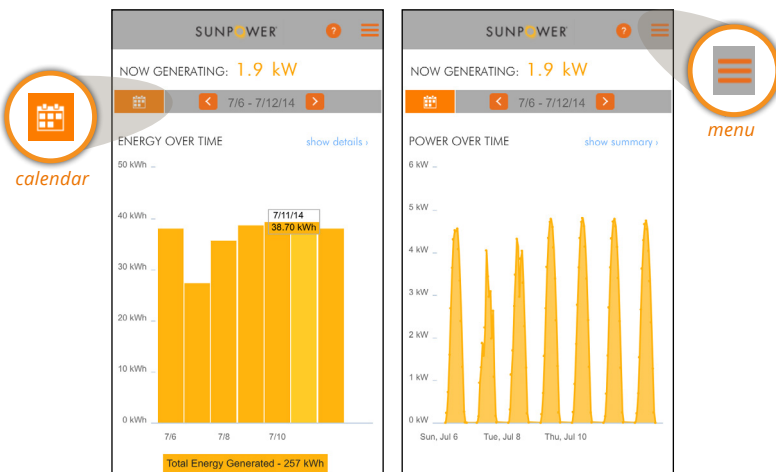
1. Create your SunPower monitoring account at: <https://monitor.us.sunpower.com> (refer to page 02).
2. Search for the free **SunPower Monitoring** app in iTunes®, Google Play™, or Apple App StoreSM and download it to your device.
3. Open the app.
4. Tap each field and type your **email address** and **password**.
5. Tap **sign in**.



GRAPHS

In the app, see the current state of your system and the energy or power generated for the current time setting or date range.

Tap the  (calendar icon) and select a time setting to view solar energy generated for any day, month, year, lifetime, or custom date range. Click the  or  around the date range, or swipe left or right, to scroll dates. Tap **show details** to view the *Power Over Time* graph and **show summary** to view the *Energy Over Time* graph.




Tap a data point to see energy data for that date or time.

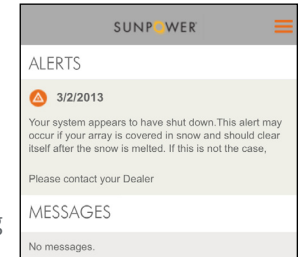
If you have a SunPower Consumption Monitoring Kit, refer to *Consumption Monitoring Kit App Features* (p. 11) for additional features.

SUPPORT

Tap the  (menu icon) and tap **SUPPORT** to view a dashboard tutorial, FAQs, and contact information.

ALERTS AND MESSAGES

Tap the  (menu icon) and tap **ALERTS AND MESSAGES** to read important updates from SunPower and alerts with troubleshooting steps for issues affecting your system.



CONSUMPTION MONITORING KIT APP FEATURES

The SunPower Consumption Monitoring Kit (if installed by your dealer) allows you to monitor your home energy use with additional monitoring features:

1. Household Use

Blue bars (household use) display how much energy your home is using for the selected time setting. Tap **Solar Generated** or **Household Use** to the data on or off.

2. Energy Mix

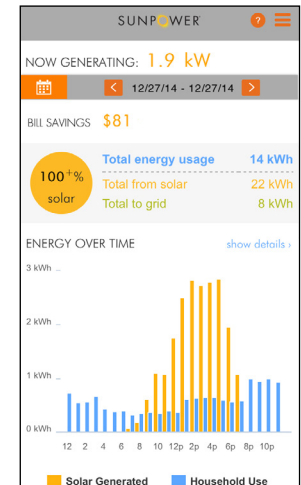
The energy mix above your graph shows the energy you are producing, consuming, and sending or receiving from the grid in kWh. The percentage of total, current solar energy is displayed on the left.

- Total energy usage (blue)
- Total from solar (yellow)
- Total from grid (red)
- Total to grid (green)

3. Bill Savings Estimate

You can see your *estimated* bill savings for the selected time setting. However, you must first configure the Bill Savings feature with information from your utility bill, using your account on the web at:

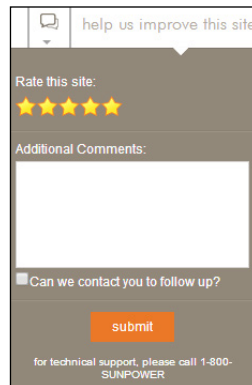
<https://monitor.us.sunpower.com>.



SEND FEEDBACK

We want to hear from you! Send us a suggestion or report an issue regarding the monitoring website:

1. Sign into your account at:
<https://monitor.us.sunpower.com>.
2. Click **help us improve this site** in the upper right corner.
3. Type your suggestion in the *Additional Comments* field.
4. Click **submit**.



The screenshot shows a mobile-style feedback form. At the top, there is a header with a speech bubble icon and the text "help us improve this site". Below this, the form asks to "Rate this site:" and shows five yellow stars. Underneath is a section for "Additional Comments:" with a large white text input area. A checkbox labeled "Can we contact you to follow up?" is present. At the bottom of the form is an orange "submit" button. A footer note reads "for technical support, please call 1-800-SUNPOWER".

SunPower Corporation

Item #507444 RevG

© 2014 SunPower Corporation. All Rights Reserved. SUNPOWER and the SUNPOWER logo are trademarks or registered trademarks of SunPower Corporation in the U.S. and other countries. iPhone, iPad, and iTunes are registered trademarks of Apple Inc. App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google Inc. All other trademarks are the property of their respective owners.

www.sunpower.com