lunar energy

Lunar Support and RMA Guide

04/17/2026

lunarenergy.com

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Overview

Lunar is dedicated to providing responsive and capable support to our install partners. We are committed to addressing all field-related inquiries and issues promptly and effectively. Lunar proactively monitors fleet performance and manages our support services using strict internal service level agreements (SLAs) to ensure customer satisfaction.

Installer Support

In-Person Support

Lunar Field Service Engineers (FSE) attend service visits, conduct on-site training and shadow first installs. Lunar Energy is committed to providing quick and effective support to our installation partners. Lunar FSEs carry a full set of spares and are available to attend any site if an RMA is required during your first installations.

Remote Support

Lunar provides dedicated support to installers in the field, recognizing that support requests are often time critical and require agents who are highly technical. Installer Support can be reached by email, phone or live-chat with the details below made available through the Installer App.

- Hours: 8am to 7pm weekdays PT
- Email: installersupport@lunarenergy.com
- Telephone: (650) 535-1969
- Live Chat: Lunar Installer App (including video calls and service ticket tracking)

Customer Support

Lunar customer support provides dedicated support to your customer support teams and end-customers. Customer Support can be contacted using the details below:

- Hours: 8am to 7pm weekdays PT
- Email: support@lunarenergy.com
- Telephone: (650) 547-6001

If you need installer or customer support outside of regular hours or on the weekend, please contact Lunar in advance to make arrangements.

Installer Training

Product and Installation training content is available on the Installer Hub. You may also complete in-person training at the job sites of your first installs.

Fleet Monitoring

In addition to providing reactive support, Lunar monitors the health of every install real-time to provide proactive support. Installers will be notified if there are any issues that require a service visit. Installers can also access Grishare Partner, Lunar's fleet management portal, to manage their Lunar Systems.

RMA Process (Direct Sale)

Lunar has a standardized process for certified installers to RMA products and receive replacements or refunds. This process involves you, the installer, pulling from your own inventory which Lunar will then subsequently replace. Please follow the steps below[1]:

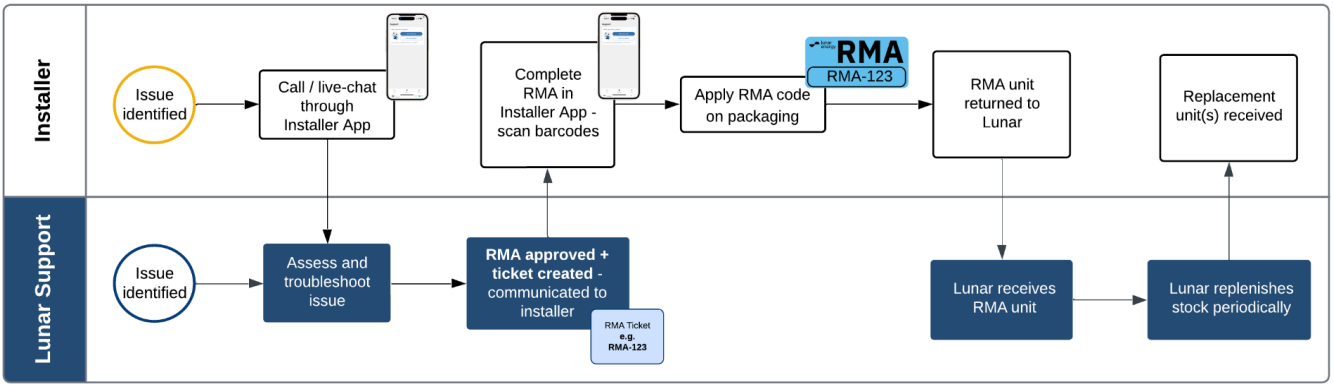


Figure 1. Standard (Direct Sale) RMA Workflow

1. Issue identified on site or remotely.
2. Installer attends site / is on site, and contacts Lunar Installer Support (phone or live chat).

[1] This is the process for a standard direct sale partner. If you working with a distributor (e.g. Greentech) the process will be that shown in Figure 2.

a. ***OR***: Installer alerted of pre-approved RMA issue (pre-approved RMA Authorization Code), skip to step 4.

3. Lunar Installer Support troubleshoots issue and either resolves or authorizes an RMA.
    a. IF authorizes RMA then - Provides Installer with an RMA Authorization Code (Example: RMA-123);
4. Installer finds the RMA Authorization Code in the Lunar Installer App, replaces and re-installs, and commissions a new unit from stock.
    a. Packages up RMA unit according to Lunar repackaging guidelines;
    b. Affixes Lunar blue RMA sticker to replacement box and writes RMA; Authorization Code in the space provided.



5. Installer returns unit(s) to their warehouse and arranges their return using Lunar's shipping company (https://documents.lunarenergy.com/lunar-system-handling-guide).
6. Lunar arranges replacement unit(s) to be sent out on a periodic basis.

RMA Process (Distributor)

Lunar has an RMA process tailored to certified installers working through a distributor, to RMA products and receive replacements or refunds. This will involve you, the installer, collecting replacement devices from your distribution partner and returning the faulty ones to them to return to Lunar. Please follow the steps below:

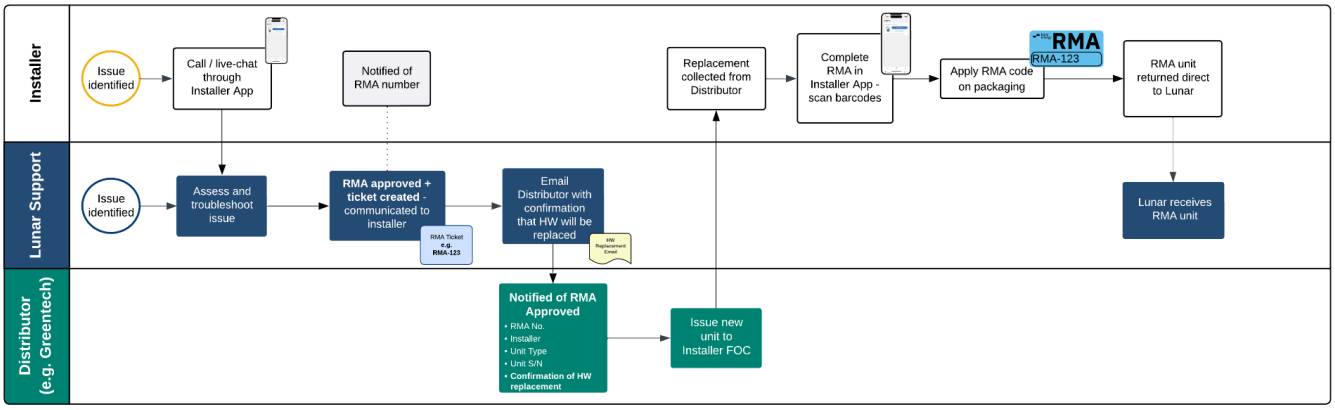
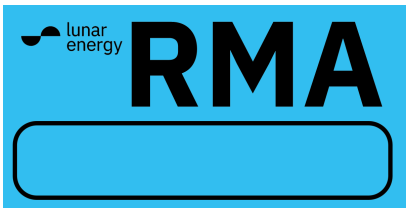


Figure 2. Distributor RMA Workflow

1. Issue identified on site or remotely.
2. Installer attends site / is on site, and contacts Lunar Installer Support (phone or live chat).
    a. ***OR***: Installer alerted of pre-approved RMA issue (pre-approved RMA Authorization Code), skip to step 4.
3. Lunar Installer Support troubleshoots issue and either resolves or authorizes an RMA.
    a. IF authorizes RMA then - Provides Installer with an RMA Authorization Code (Example: RMA-123);
    b. Lunar notifies the distributor that an RMA has been approved and provides details.
4. Installer collects replacement device(s) from the distributor and returns to site.
5. Installer finds the RMA Authorization Code in the Lunar Installer App, replaces and re-installs, and commissions a new unit from stock.
    a. Packages up RMA unit according to Lunar repackaging guidelines;
    b. Affixes Lunar blue RMA sticker to replacement box and writes RMA; Authorization Code in the space provided.



6. Installer returns unit(s) to their distributor for return to Lunar.
7. Lunar will arrange replacement unit(s) to be sent out on a periodic basis to the distributor.

Revision History

Revision	Description of Change	Effective Date
1	Initial Release	03/28/2025
2	Amendment in line with changes to RMA process	04/17/2026