NEF Received: Jun 19 2026 11:20 AM

Gmail

We have received your inquiry [thread::2AOQNJAfA9CjaaZgUx2KU3g::]

General Support <ssmsupport@sunstrongmanagement.com>
To: eliezercrispin@gmail.com, eliezercrispin@gmail.com>

Eliezer Crispin <eliezercrispin@gmail.com>

Fri, Jun 19, 2026 at 1:52 AM

Dear Customer,

Thank you for contacting SunStrong Management.

Following Sunnova's bankruptcy, certain lease, PPA, and loan contracts were acquired by an investor group (Solaris), and SunStrong was engaged to service those accounts. Please note that Sunnova's original customer warranties and production guarantees were not part of that transfer and did not carry over to Solaris or SunStrong.

~~As a result, claims related to prior Sunnova~~ warranty or legacy performance commitments must be directed through the Sunnova bankruptcy process, administered by Kroll Restructuring Administration LLC.

To file a claim now or in the future, please use:
U.S. and Canada: (888) 975-5436
International: +1 (646) 930-4686
Email: SunnovaInfo@ra.kroll.com

We understand this transition may be frustrating, and we appreciate your patience. While SunStrong cannot assume Sunnova's prior warranty obligations, we remain committed to supporting your account under the terms of your current agreement, including system monitoring and maintenance request intake.

If you have any additional questions, please let us know.

Best regards,
Marianne H.
Sunstrong Management

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