



Case Study System no longer under warranty Price Residence – Santa Rosa

Issue: The Price's system was showing a ground fault error and their system was no longer under warranty. The Inverter had been fixed under an in the field recall the year before (Xantrex) and the solar panel manufacturer was no longer selling solar panels (BP Solar). The Prices called Synergy to evaluate their options.



The Solution: Upon arriving on-site, a Synergy technical expert evaluated the entire system. The following items we discovered. The Xantrex GT3.0 inverter was not working, there was a ground fault in the wiring and one of the BP panels had shorted out at the junction box. Another issue that was discovered was the customer had a Zinsco meter-main, and it could have also been part of the problem. Zinsco electrical panels are known in the industry to have breakers that do not trip when they are suppose to.

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Synergy contacted Xantrex and was notified the inverter was no longer under warrantee. The cost to repair it was about 50% of the cost of a new inverter and had a limited warrantee. Upon discussing the options it made sense to purchase a new more efficient inverter with a 10-year warranty. The decision to install a new SMA SB3000 HFUS inverter was made and it was installed.

In Addition in working with the customer, BP gave them the option that they would replace to bad panel (it was under warranty) but it could take up to 90 days to replace. Another option they gave was to pay to replace all 20 of the existing BP panels. Synergy was able to replace the 20 BP panels (3.2 KW), with 13 Suniva 260 watt panels (3.380 KW). Synergy offered to install these panels for the cost BP offered to replace them. Synergy was able to use the existing racking, and conduit as part of this replacement. These 13 new panels have a new 25 year warranty and provide additional performance.

Synergy pulled new wire between the new panels and new inverter to eliminate the ground fault. And on a separate visit, coordinated with PG&E to replace the existing 125-amp Zinsko meter-main with a new 200-amp meter-main.

The final results: The Prices now have a system with a new 25 year panel warranty and 10 year inverter warranty. It is 6% more efficient, producing an additional 300 kWh per year. And the safety of the entire home is enhanced with the new meter-main.

At Synergy, many of our clients think we are the best contractor they have ever worked with, our goal is that all our clients experience this.

“I am well pleased with Synergy’s work on our solar and breaker panel installation. They were professional, prompt, reliable and pleasant to work with.”

Mildred Price
Santa Rosa