1693 Yeager Avenue, La Verne, CA 91750 888.577.9935

We want to inform you of an issue identified in a small number of Sunflare flexible solar panels, specifically the 190 watt model, but also possibly in 180 watt and 310 watt models. In fewer than 2% of units shipped, we discovered that under certain conditions, electrical arcing may occur due to a slight internal misalignment during manufacturing. In rare cases, this could lead to visible damage or smoke from the solar panel.

What We've Done to Fix It
Sunflare has taken immediate action to resolve the root causes:

- Improved precision in how solar cells are aligned and secured during manufacturing.
- Added high-temperature Kapton tape to prevent internal movement during lamination.
- Enhanced quality control procedures using electroluminescence (EL) and infrared (IR) scanning to ensure all panels meet strict performance and safety standards before leaving our facility.

These improvements are now standard across **all** Sunflare solar panels.

What You Should Do
If your panel is working normally, no action is required. However, if you notice any unusual signs—such as discoloration, heat, smoke, or performance drops—please disconnect the panel and contact us immediately. We will provide a free inspection and, if necessary, a replacement at no cost to you.

Contact Us:
Customer Support: 203-536-8595
Email: Jennifer.Saba@sunflaresolar.com

If this issue has occurred with your brand-new nuCamp trailer, we are so sorry that this happened. We completely understand the dissatisfaction and disappointment. We stand behind every product we manufacture and are committed to making things right. Thank you for being part of the Sunflare community.

Sincerely,

Philip Gao
CEO, Sunflare