Small Business Energy Solutions

Warranty Information

Thank you for participating in the Dominion Energy South Carolina Small Business Energy Solutions (SBES) program. Below you will find helpful information regarding the warranty for the energy-efficient equipment that was installed and how to proceed with a warranty claim.

Warranty Coverage

- Lighting: 5-years parts & 1 year Labor
- HVAC / Smart Thermostat: 1-year parts & 1 year labor *(excluding HVAC system Filter)*
- Heat Pump Water Heater: 1-year parts & 1 year Labor

**Disclaimer: If the equipment manufacturers' warranty exceeds DESC's program warranty, the claim falls outside of program warranty and needs to be filed directly with the equipment manufacturer.*

Steps to Resolve and Process your Warranty Claim

1. Troubleshoot all equipment and systems to ensure they are working properly.
   Ex: All breakers are functioning properly, or Smart Thermostat is programed properly.
2. Contact your assigned SBES Program Contractor and provide:
   - Business name and address
   - Contact name and phone number
   - Description of the issue
   - Date the issue began
   - Project completion date
3. Your contractor will review the issue and determine next steps for repair or replacement, if applicable.

Need Additional Assistance?

If you cannot reach your assigned contractor, contact Dominion Energy South Carolina:

Phone: **877-784-7234**

Email: **EnergyExperts@SC.DominionEnergyAccount.com**

A program representative will respond within 48 business hours.

Program Contractors

The program uses two contractors. Your assigned contractor is your first point of contact for warranty claims.

LED Lowcountry LLC

Joel Rudicil; 843-706-7074 | joel@ledlowcountry.com

Matrix Energy Services

Jorge Mercado; 760-497-4755 | jorge.mercado@matrixescorp.com

Helpful Links

Ecobee Smart Essential Smart Thermostat

Model # EB-STATE7-01



Honeywell T5 Smart Thermostat

Model # RTH8800WF2022/N LMI



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