
Maintenance Plan Declaration

Overview

Maintenance Plans are purchased with the Central Inverter that they cover. Maintenance Plans are available for up to a five year duration. Initial Factory Startup, replacement electronics, and one yearly Preventative Maintenance visit are all included in the Maintenance Plan during the plans duration.

Inclusions

A. Factory Startup

Once the inverter is installed and all circuits have been connected, a factory certified Field Service Technician will visit the site for Factory Startup and Training. The technician will perform all necessary commissioning steps which includes, but is not limited to: evaluation, cleaning, functional testing, calibration adjustments, and reporting/recording of all data points. The technician will perform a brief technical training to the appropriate customer representative. Factory Startup will automatically extend the manufacturer warranty from 2 years to a period of 3 years.

B. Preventative Maintenance

Each year a factory certified Field Service Technician will visit the site of the inverter for preventative maintenance (PM) visit. While the manufacturer does track annual PM visits for customers as a courtesy it is ultimately the responsibility of the customer to ensure that these PM visits are being scheduled.

1. Inspection

The technician will perform a comprehensive inspection of overall inverter condition and document appropriately. The technician will also inspect batteries looking for signs of potential premature failure and document findings. The cooling fans will be inspected for cleanliness and functionality. All battery connections will be inspected for corrosion. The working environment of the inverter will be documented for general cleanliness, relative moisture and temperature.

2. Cleaning

The technician will thoroughly clean all parts of the inverter cabinet. This cleaning includes, but is not limited to: removal of environmental dust, cleaning of electronic components, cleaning of fans, cleaning of battery connections, and cleaning of the inverter cabinet exterior.

3. Performance Evaluation/Functional Testing

The technician will perform comprehensive functional testing on the inverter and evaluate the performance of the system. This testing is similar to the testing performed at factory startup. During functional testing, voltage and current readings will be taken to determine system performance and battery life. All installed options will be tested and verified.

4. Adjustments

All battery connections will be torqued to factory specifications. All voltage adjustments will be checked and calibrated to factory specifications if necessary.

5. Comprehensive Evaluation Report

The technician will briefly review the work performed with the site contact while onsite and obtain the proper email address for sending a comprehensive report. Once the preliminary report has been reviewed by the Field Service Manager and manufacturer engineering, a comprehensive report will be prepared for the customer. This report will include, but is not limited to:

- Work performed while onsite
- Any adjustments that were made to the system
- All data points that were recorded
- A list of all events and alarms for the year
- Manufacturer recommendations for future services

C. On-Demand Service

Should the need arise for service above and beyond the annual Preventative Maintenance visit, the manufacturer will dispatch a factory certified technician to the customer's location. This service visit will take place during normal operating hours Monday through Friday. If service is needed outside of this window special arrangements can be made with the manufacturer, but may or may not require an after-hours fee. All parts necessary (less batteries) will be covered by the manufacturer's warranty. Labor is not included.

Exclusions

A. Labor

Any labor required outside of the annual Preventative Maintenance visit, is not covered under this Maintenance Plan. The labor for the annual Preventative Maintenance visit is covered.

B. Batteries

Batteries are not covered under this Maintenance Plan. Please refer to the manufacturer's Battery Warranty.

C. Installation Modification

If the inverter installation is modified in any way post Factory Startup, the manufacturer reserves the right to deny any associated warranty claims.

D. "Acts of God"

"Acts of God" are not covered under the Maintenance Plan warranty. The manufacturer considers "Acts of God" to be any natural disaster or weather-related event such as: Hurricanes, Tornados, Floods, Fires, Lighting, etc.