



The industry's most comprehensive preventative maintenance program.

**Maximize Total System Performance**

99% Uptime Guarantee

**Minimize Risk**

20 Year Complete Factory Warranty

**Lower Total Cost of Ownership**

Scheduled Preventative Maintenance

**Maximize Reliability and Uptime**

Bring inverter life span expectancy to parity with panel's



**Maximize System Performance Over the Entire Lifespan of Your Project**

Satcon's Global Services Organization is dedicated to ensuring that each Satcon solution performs with the highest levels of efficiency and reliability throughout its entire lifespan. Our global service team can help commission, maintain and repair your photovoltaic PV inverter. Our solution experts will respond to any issue that you may have to give you confidence that the key component in your system is operating at the highest levels of performance at all times.



Satcon's industry-leading suite of service plan options, including Standard Warranty, Extended Warranty, Preventative Maintenance Plan, and Uptime Guarantee, will reduce system downtime and lower your total cost of ownership, enabling you to mitigate risk, while at the same time delivering an increased return on your investment.

**Standard Satcon 5-Year Warranty**

All Satcon solar photovoltaic inverters come with a standard 5-year unlimited hour usage warranty covering service parts and labor used in accordance with the Inverter Service Schedule. The Standard Warranty does not cover filters, fuses or any additional parts that are consumable. The plan will cease either on the plan end date as specified in the terms (years) of warranty coverage unless an additional extension has been purchased through our extended warranty program.



**Extended Warranty**

The Satcon Extended Warranty Plan is an extension of the Satcon 5-year unlimited hour usage warranty for a period of up to 20 years. The Satcon Extended Warranty can be purchased in five-year blocks at any time at an additional cost within the Warranty period prior to the expiration of the current Warranty term<sup>1</sup>. Terms and conditions will be the same as those applying to the Standard Inverter Warranty.

<sup>1</sup> Prior to an Extended Warranty purchase, a Satcon Technician or Authorized Service Agent must perform a chargeable evaluation to the product to ensure its eligibility for an Extended Warranty. This Extended Warranty Plan will cover only service parts and labor used in accordance with the Inverter Service Schedule.



## Maximize Total System Performance

99% Uptime Guarantee

## Minimize Risk

20 Year Complete Factory Warranty

## Lower Total Cost of Ownership

Scheduled Preventative Maintenance

## Maximize Reliability and Uptime

Bring inverter life span expectancy to parity with panel's



## Preventative Maintenance Plan

Satcon offers Preventative Maintenance (PM) Plans to ensure your solutions operate at the highest levels of efficiency and reliability throughout the lifespan of your installation. Administrated by and on behalf of Satcon, our experts will care for your PV inverter with annual and semi-annual service. Benefits include:

- Budgeted package to reduce unbudgeted maintenance costs
- Inspected, calibrated and correct electronic subsystems
- Software updates
- Transferable to Third Party upon notification
- Improved product reliability
- Peace of mind/hassle free operation



Additional items included with Satcon Preventative Maintenance Program:

- All upgrades to unit completed as needed
- Regular software updates for main board, free of charge
- Update and install any items that have had Engineering modifications made for the unit – free of charge, including but not limited to the following parts:
  - RDC's
  - DPCB's
  - IGBT's (if required)
  - Cabling
  - Capacitors
- As needed free consumable parts (filters, fans, etc.) and labor
- Thermal scans of the unit during servicing, free of charge
- Communications checkups and software revisions as new releases become available, free of charge
- 24/7 onsite located Service technician(s) – If project is larger than 50MW
- Commissioning services free of charge – If project is larger than 50MW
- Free 2 day training of any personnel on site dealing with the inverters

*Only Satcon approved parts are used and work must be consistent with manual and warranty. Warranty is transferable to a third party upon notification. Pricing can be obtained from your Satcon Sales Representative by product, quantity and location.*

The Preventative Maintenance Plan is available in five-year blocks up to twenty years and can be added at any time while the inverter is within the term of an active Warranty period.

## Uptime Guarantee

Upon the purchase of a Preventative Maintenance (PM) Plan, you can acquire our 99% Uptime Guarantee. If the inverter is not delivering power due to inverter failure for any portion of daylight hours, the system owner will be compensated for the energy (kWh) that would have been delivered by a fully functional inverter. This energy will be calculated based on the solar irradiance, the array capacity, the rate per kWh, and the system efficiency for the hours when the inverter is down.<sup>2</sup> This plan will start paying if the inverter failure downtime exceeds 44 daylight hours per year (average) and is based on a total of 4,380 daylight hours per year (average).<sup>3</sup>

Satcon Service Representatives are available 24 hours a day, 365 days a year at 1-866-568-0244 (or Outside Canada and the US: +1-905-639-4692) or via email [support@satcon.com](mailto:support@satcon.com).

<sup>2</sup> Calculations will be completed ref IEEE726 and NERC / GADS formulas.

<sup>3</sup>The Uptime Guarantee needs to be supported by the Preventative Maintenance Plan. During the regularly scheduled maintenance, if a replacement parts are recommended, they need to be replaced (at an additional cost) so that the Uptime Guarantee can be supported. If the decision is made to not follow the recommendations of replacement parts, then the Uptime Guarantee will be affected.



# Satcon Warranty, Preventative Maintenance and Uptime Guarantee Plans

Term	Standard Warranty	Extended Warranty				Preventative Maintenance Plan				Uptime Guarantee			
	5 Years	10 Years	15 Years	20 Years	5 Years	10 Years	15 Years	20 Years	5 Years	10 Years	15 Years	20 Years	
Unlimited hour usage	●	●	●	●	●	●	●	●	●	●	●	●	
Service parts and labor	●	●	●	●	●	●	●	●	●	●	●	●	
Transformer (including wiring)	●	●	●	●	●	●	●	●	●	●	●	●	
IGBT's	●	●	●	●	●	●	●	●	●	●	●	●	
DPCD, Gate Driver Board, RDC's and all electronics	●	●	●	●	●	●	●	●	●	●	●	●	
Fans	●	●	●	●	●	●	●	●	●	●	●	●	
Combiners (without fuses)	●	●	●	●	●	●	●	●	●	●	●	●	
GFDI (without fuses)	●	●	●	●	●	●	●	●	●	●	●	●	
Cabinet	●	●	●	●	●	●	●	●	●	●	●	●	
Gasket and seals	●	●	●	●	●	●	●	●	●	●	●	●	
HMI & OIT	●	●	●	●	●	●	●	●	●	●	●	●	
Consumable parts (filters, etc.)	◻△	◻△	◻△	◻△	●	●	●	●	●	●	●	●	
Protection devices (fuses, surge parts, etc.)	◻△	◻△	◻△	◻△	●	●	●	●	●	●	●	●	
<b>Annual Preventative Maintenance</b>	○	○	○	○	●	●	●	●	●	●	●	●	
Measure and record phase-to-phase input voltages and currents	◻	◻	◻	◻	●	●	●	●	●	●	●	●	
Review system performance with the owner in order to address questions	○	○	○	○	●	●	●	●	●	●	●	●	
Issue written inspection report	△	△	△	△	●	●	●	●	●	●	●	●	
<b>Semi-Annual Preventative Maintenance</b>	○	○	○	○	●	●	●	●	●	●	●	●	
Check appearance/cleanliness of the cabinet, ventilation system and insulated surfaces	△	△	△	△	●	●	●	●	●	●	●	●	
Inspect subassemblies, cabling, wiring harnesses, contacts and major components	△	△	△	△	●	●	●	●	●	●	●	●	
Torque terminals, connectors and bolts	△	△	△	△	●	●	●	●	●	●	●	●	
Check the operation of all safety devices (Emergency stop, door switches, GFDI)	△	△	△	△	●	●	●	●	●	●	●	●	
Check for corrosion on all terminals and cables	△	△	△	△	●	●	●	●	●	●	●	●	
Check the condition of both the AC & DC surge suppressors	△	△	△	△	●	●	●	●	●	●	●	●	
Check power capacitors for signs of damage	△	△	△	△	●	●	●	●	●	●	●	●	
Measure and record all low-voltage power supply levels	△	△	△	△	●	●	●	●	●	●	●	●	
Check control fuse clips	△	△	△	△	●	●	●	●	●	●	●	●	
Check cable entry plates	△	△	△	△	●	●	●	●	●	●	●	●	
Check charging resistors	△	△	△	△	●	●	●	●	●	●	●	●	

- Standard
- Not included
- △ Customer responsible for maintenance task to be completed by electrician
- ◻ Customer must engage Satcon or Satcon trained technician to complete task

Note: Specifications are subject to change.

	Standard Warranty	Extended Warranty			Preventative Maintenance Plan				Uptime Guarantee			
Check fan for correct rotation, blades and bearings	△	△	△	△	●	●	●	●	●	●	●	●
Check inverter transformer cooling fans	△	△	△	△	●	●	●	●	●	●	●	●
Check anti condensation heaters	△	△	△	△	●	●	●	●	●	●	●	●
Inspect (clean or replace) air filter elements	△	△	△	△	●	●	●	●	●	●	●	●
Record ambient and operating temperature	△	△	△	△	●	●	●	●	●	●	●	●
Check that sensors are securely attached and reading correct temperatures	△	△	△	△	●	●	●	●	●	●	●	●
Perform temperature checks on all breakers, connections, and associated controls	△	△	△	△	●	●	●	●	●	●	●	●
Check fuses for open or signs of heating (Inverter & Combiner)	△	△	△	△	●	●	●	●	●	●	●	●
Check IGBTs and inverter boards for discoloration	△	△	△	△	●	●	●	●	●	●	●	●
Record HMI voltage and current readings	△	△	△	△	●	●	●	●	●	●	●	●
Check for upgrades - hardware and software	□	□	□	□	●	●	●	●	●	●	●	●
Correct all deficiencies detected	□	□	□	□	●	●	●	●	●	●	●	●
Attach / complete maintenance schedule card	△	△	△	△	●	●	●	●	●	●	●	●
Issue written inspection report	△	△	△	△	●	●	●	●	●	●	●	●
Compensation for inverter caused downtime	○	○	○	○	○	○	○	○	●	●	●	●

- Standard
- Not included
- △ Customer responsible for maintenance task to be completed by electrician
- Customer must engage Satcon or Satcon trained technician to complete task

Note: Specifications are subject to change.

©2010 Satcon Technology Corporation. All rights reserved. Satcon, Satcon S-Type, and PVView are registered trademarks, and Edge is a trademark, of Satcon Technology Corporation.

**Satcon Corporate**  
27 Drydock Avenue  
Boston, MA 02210  
P: 617.897.2400  
F: 617.897.2401  
E: sales@satcon.com

**Satcon West**  
2925 Bayview Drive  
Fremont, CA 94538  
P: 510.226.3800  
F: 510.226.3801  
E: sales@satcon.com

**Satcon Canada**  
835 Harrington Court  
Burlington, ON L7N 3P3  
Canada  
P: 905.639.4692  
F: 905.639.0961  
E: sales@satcon.com

**Satcon Greece**  
Athanasiou Diakou 2 &  
Marathonas Ave  
Gerakas 15344  
Greece  
P: 30 210 6654424  
F: 30 210 6654425  
E: sales@satcon.com

**Satcon Czech Republic**  
Classic 7 Business Park  
Jankovcova 1037/49  
170 00 Praha 7  
Czech Republic  
P: 420 255 729 610  
F: 420 255 729 611  
E: sales@satcon.com

**Satcon Shenzhen China**  
Room 1112, 11/F, International  
Chamber of Commerce,  
No. 168 FuHua San Road,  
FuTian District, Shenzhen, P.R.C.  
518048  
P: +86 755 61682588  
F: +86 755 61682599  
E: sales@satcon.com

**Satcon Shanghai China**  
Room 2308, 23/F, New  
HongQiao Center Building,  
No. 83 LouGuanShan Road,  
Changning District,  
Shanghai, P.R.C.  
P: 139.1811.2818  
E: sales@satcon.com