

OPERATIONS & MAINTENANCE

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# SERVICE PLANS

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Our service plans keep your equipment performing optimally with ongoing inspections and annual care.

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*At Ideal Energy, our goal is to keep your equipment running efficiently and profitably.*

Solar technology is simple, elegant, and efficient. As a solid state technology with no moving parts, solar requires very little maintenance. Nevertheless, Ideal Energy offers comprehensive Operations & Maintenance service (O&M), including remote monitoring and field technician dispatch to ensure that your system is running seamlessly when our standard monitoring and warranty period comes to a close.

Our trained electricians and solar technicians use advanced monitoring, perform annual on-site inspections, and conduct preventative maintenance to maximize your production and ensure that your system is hitting financial targets.

We look forward to continuing our energy partnership by providing you best-in-class service.

Operations & Maintenance Team | *Ideal Energy*

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## OPTION 1

## REMOTE MONITORING

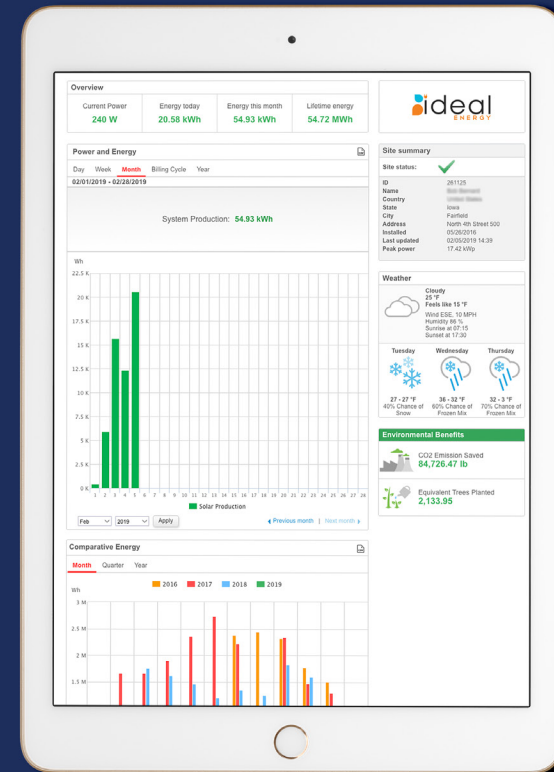
## Description

Our remote monitoring service package includes 24/7 monitoring of the system production via the internet. Our team will track changes in production, notify you of any abnormalities, and respond to power outages.

Dispatch of a field service technician will be provided at our current hourly service rates. Contract price does not include materials.

## SERVICE DETAILS

- 24/7 remote performance monitoring
- Notifications on critical system performance issues
- Billable hourly field service technicians



OPTION 2

# COMPLETE CARE

## Description

Our complete care service package includes an annual on-site inspection, management and replacement of warranted equipment, and 24/7 remote monitoring of system performance via the internet. Our team will track changes in production, notify you of any abnormalities, respond to power outages, and provide an annual energy production and service report.

Dispatch of a field service technician will be provided during normal business hours, with emergency service on request. Additional fees may apply for emergency service and non-warranted equipment replacement.



## SERVICE DETAILS

### On-going Service

- MONITORING**
  - 24/7 monitoring of the solar system from a control point through internet connection. In-cludes the setup of alarm points for abnormalities in system function.

### Annual On-Site Inspection

- SOLAR MODULES**
  - Inspect for damage to solar panel, frame or wiring, ensure panels are properly affixed in racking system.
  - Check soiling levels, debris, vegetation or other shading issues.
- RACKING**
  - Inspect overall racking structure connections including lateral links.
  - Test for grounding continuity between frames and racking structure, inspect for corrosion at grounding wire connection.
- STRINGS**
  - Test each string for proper short circuit current (Isc) and open circuit voltage (Voc) using IV Trace test.
- INVERTERS**
  - Inspect and clean the inside of the inverter for dirt deposits and water penetrations.
  - Perform all necessary inverter maintenance according to manufacturer specifications so that its annual service obligations are undertaken (replacement of the air inlet filters on the in-verters, cleaning of air intakes, check power capacitors for signs of damage, charging resistors at inverters).
- ELECTRICAL**
  - Verify the points where array wiring enters into conduit are secure, sealed to prevent rain from entering and free of abrasion on the wire insulation. Verify conduit is structurally sup-ported, secured, and all junctions and box connectors are sealed.
  - Check connections within combiner boxes. Verify combiner boxes are free of water and moisture.
  - Verify that both AC and DC means of disconnection are free of damage, corrosion or arc evidence and that they open and close freely. Check the condition of AC and DC surge suppressors.
- ENERGY STORAGE**
  - Perform all necessary annual battery maintenance according to manufacturer specifications to ensure that the battery warranty is preserved, and system is performing optimally.
- As-Needed Service**
- FIELD SERVICE & REPAIRS**
  - Dispatch field service and perform system repair as necessary to maintain system performance.
- WARRANTY MANAGEMENT**
  - Replace defective components and file warranty claims with manufacturer. \*Labor or replacement parts not covered by manufacturer will be billed separately as specified in O&M contract.



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