

# SafeGuard<sup>SM</sup> Service Program for Solaron<sup>®</sup> Grid-Tie Inverters

*Ensure high-performance longevity for your Solaron<sup>®</sup> inverters and maximize power generation from your solar PV system*

## Benefits

- Maximize uptime and power generation
- Extend the life of your Solaron<sup>®</sup> inverter
- Predict costs for risk abatement models
- Leverage AE's established global service infrastructure

## Features

- Demonstrated long-term commitment to service
- Expert support staff
- 24 x 7 x 365 worldwide technical support
- All parts and labor included
- Customized to fit to your business needs

*Advanced Energy's SafeGuard<sup>SM</sup> service program allows you to take a proactive approach in maintaining high-performance longevity for your Solaron<sup>®</sup> inverters. AE routinely accesses the integrated IDS<sup>™</sup> communications to remotely monitor your inverter for data irregularities and address any issues at off hours. We will immediately deploy a specialist for any critical events, and we will perform annual inspections and preventive maintenance. Let the SafeGuard program and our expert staff optimize your inverter's efficiency and reliability, so you can maximize the energy output from your solar PV system.*

### Maximize Uptime and Power Generation for Longer Inverter Life

Although highly robust, the Advanced Energy<sup>®</sup> (AE) Solaron<sup>®</sup> inverter requires routine maintenance and service for long-term, high-performance efficiency and reliability. The AE SafeGuard<sup>SM</sup> service program goes beyond the standard warranty to ensure your inverter continuously operates at optimal performance and to help you generate maximum power from your solar PV system.

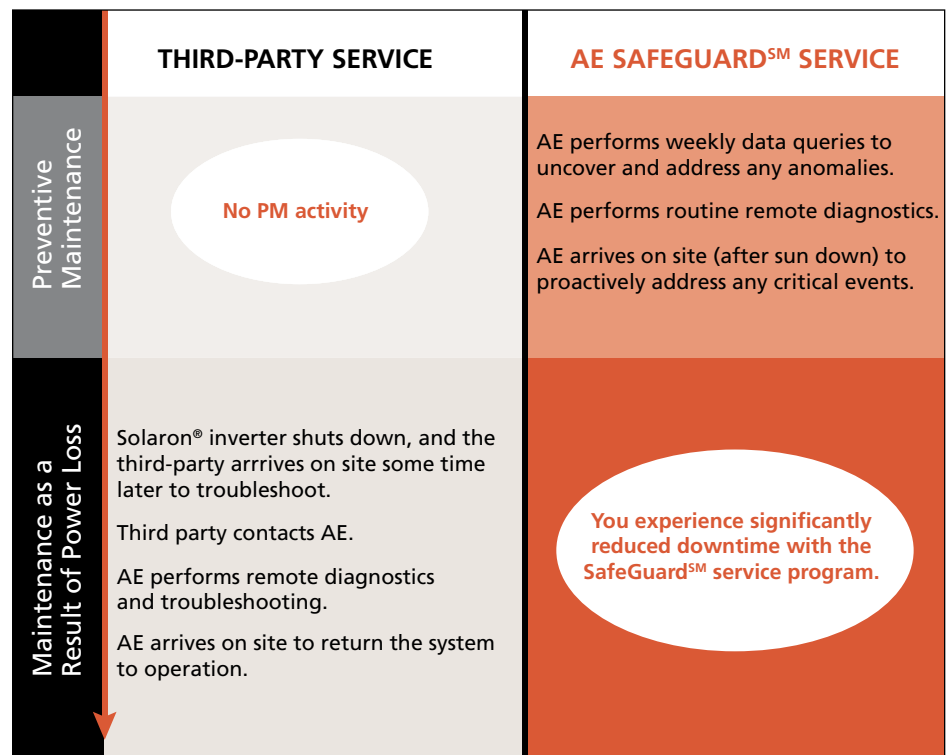


Figure 1. Ensure uninterrupted peak performance for your Solaron<sup>®</sup> inverter by proactively addressing issues with the SafeGuard<sup>SM</sup> service program.

## Eliminate Maintenance Cost Variability

Lock in cost predictability and eliminate surprises related to unplanned maintenance. SafeGuard service programs combine your selection of preventive maintenance deliverables—parts and labor included—into an annual, fixed-cost program to meet your business needs. Because AE manages all of our products through an SAP® system by serial number, you can match AE's level of service to your risk abatement requirements on a unit-by-unit basis.

The SafeGuard service program encompasses weekly system queries to an annual on-site inspection service. The on-board IDS™ communications system captures a wide range of performance data in adjustable increments. Each week, AE performs remote testing and diagnostics to proactively uncover any non-critical performance anomalies that can be addressed remotely and at off hours. AE receives notification for critical events and will likely arrive on site to perform service before you are even aware of a problem. In addition, once a year, a highly trained AE specialist will perform an on-site inspection service that includes:

- *Specialized tests and diagnostics, including thermal scans performed by technicians certified to meet Level I ASNTSNT-TC-1A recommendations*
- *System configuration for optimal performance*
- *Software updates*
- *Time-dependent component replacement*
- *Comprehensive inspection report*

Table 1. A partial list of SafeGuard<sup>SM</sup> service maintenance intervals for the Solaron® inverter

SafeGuard <sup>SM</sup> Item (Sample List)	Frequency
Remote Query	Weekly
Filter Exchange	Annually
Thermal Imaging Inspection	Annually
Coolant Replacement	Per manufacturer's recommendation
Fan Replacement	Per manufacturer's recommendation
Blower Replacement	Per manufacturer's recommendation
Pump Replacement	Per manufacturer's recommendation

## Leverage AE's Global Service Infrastructure

AE's worldwide service organization supports mission-critical equipment in 24 x 7 x 365 operating environments, such as the semiconductor and glass coating industries, where maximum uptime requires the most immediate attention and comprehensive support. Our organization provides support for more than 500,000 equipment units worldwide with prompt service, ample parts inventory, and a well-managed supply chain. Our technical support team has on average more than ten years of experience servicing high-power products and will provide knowledgeable inverter support that can be found nowhere else.

## Protect Your Investment. Choose AE.

Rely on AE to simplify PM management, so you can gain the most from your solar technology investment. Only AE combines innovative technologies, advanced lifetime service solutions, and long-established direct support throughout the world to maximize uptime, increase yield, and optimize productivity.

To learn how we can support your specific project, contact your account manager, authorized AE representative, or technical support representative at [Technical.Support@aei.com](mailto:Technical.Support@aei.com).

Specifications are subject to change without notice.



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