



# AllEarth Operations & Maintenance

Professional service for your tracker system, from those who know it best.

## Annual Inspection

**Keep following the sun:** During the course of your agreement, AllEarth's trained professionals will complete ongoing preventative maintenance to keep your system performing to its highest potential.

## Warranty Service

**Protect your solar investment:** Our dedicated and experienced renewable energy team will handle routine service and trouble-shooting for your system and its components to ensure that your tracker(s) will always be following the sun.

## Customer Support

**We're here to help:** During regular business hours, our technical support team is available to answer your questions. If you need onsite assistance, a trained professional will arrive at your site to fix the problem.

## System Monitoring

**Innovative system monitoring:** Gain access to our innovative, exclusive system monitoring software, powered by Bright™. Track your energy production and monitor system performance from your own computer.





## The Benefits of Tech Support

- **30+ years of renewable energy experience:** We've seen it all, and know how to fix any technical issue.
- **Customer support (M-F, 8am - 5:30pm):** Ask a question or report a problem to our responsive team.
- **Access to AllEarth monitoring:** Track energy production and get real-time alerts for technical problems and weather modes.
- **Timely diagnosis of any issues:** Our team will work with you to figure out the solution to your problem as quickly as possible.
- **Annual inspection and maintenance work:** We'll keep your tracker running smoothly for years to come.
- **A Vermont team:** We're local, meaning we can get to your site more quickly.
- **One stop service for all system components:** We're fully stocked with everything and anything your tracker might need.
- **Warranty support and service:** One call for all the components of your solar system. Labor is covered for all repairs.

Contact us at [support@allearthrenewables.com](mailto:support@allearthrenewables.com) or 802.872.9600 ext. 125 to get started.

# Operations & Maintenance

## For Your AllEarth Solar Tracker(s)

Preventative Maintenance Services		
Item Number	Service Description	Frequency / Response Time
1.	Remotely monitor all PV system data and communications including GPS, anemometer, production and any system errors.	Continuously – with working data connection (See Section 4.4)
2.	Visual inspection of tracker mast, frame, and overall structure for damage or fatigue. Also confirm that base is stable to manufacturer's recommended standard.	1x per year
3.	Visual inspection of PV panels, load center and electrical systems including ensuring that PV wiring is secure, ground connections are intact, control box is sealed and dry, and conduit is undamaged.	1x per year
4.	Visual inspection of hydraulic systems including tilt cylinder, yaw motor, hoses and fittings. Check for leaks and top off hydraulic fluid. Change fluid as needed	1x per year
5.	Calibrate tracker alignment.	1x per year
6.	Visual inspection of non-utility owned transformers and electrical panels	1x per year
7.	Visual inspection of general site conditions. Document vegetation or environmental conditions impeding tracker movement or site access. Note any erosion or shading concerns.	1x per year
8.	Record meter readings when applicable	1x per year
9.	Perform inverter preventative maintenance per manufacturer's operating guidelines such as cleaning cooling fins and screens	1x per year
10.	Perform upgrades to solar tracker per manufacturer recommendations	As Needed
11.	Document annual inspection, copy of inspection available upon request	1x per year
12.	Grease ring gear per manufacturer's recommendation	Approximately once every three years

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## For Your AllEarth Solar Tracker(s)

Issue Resolution Services		
Item Number	Service Description	Frequency / Response Time
12.	Issue Resolution: After Operator arrives on site in response to a request received from Customer or an issue detected by PV System sensors, meters or monitoring; Operator Will:	Upon Occurance
12 a	First perform troubleshooting on the issue. Following identification of the issue, if the defective component is under manufacturer's warranty; shall coordinate with component's manufacturer and receive a replacement component. Operator shall install the new component to manufacturer's specifications with no extra cost to Customer.	Upon Occurance
12 b	First perform troubleshooting on the issue. Following identification of the issue, if the defective component is not under any manufacturer's warranty, a quote will be issues for necessary replacement or repair by Operator to Customer for a component of similar performance and standard deemed satisfactory by Operator or requested by Customer. Work will commence after quote approval from Customer. Notwithstanding the forgoing, Operator will, if reasonable, swap out the malfunctioning or defective component or spare with interim replacement componenets as soon as possible, such that the PV System is not disable while any permanent replacement component is sought.	Upon Occurance