



AUTHORIZED SERVICE PROVIDER

“ASP PROGRAM”

“As an elite service team and inverter manufacturing company, it’s our goal to improve solar industry project performance so we can grow together...”

CPS America Team

COLLABORATION FOR RELIABLE & EFFICIENT SITE PERFORMANCE

- Chint Power Systems America is creating a customer-centric Authorized Service Provider Program. Emphasis is on best practices, shared knowledge and thoughtful collaboration to improve site performance and lower O&M costs.
- As the heart of a Solar Plant, inverters are an inevitable focus for major Operation and Maintenance companies to back the performance guarantees of solar plants. And, the inverter industry has failed to keep up. Our ASP program is focused on O&M companies to help them create value for Asset Owners.
- The ASP Program will be a platform for O&M teams to reach energy harvest goals from Solar Plants. It will also focus on lowering operating expenses. And, we aim to eliminate the embarrassment and frustration that O&M firms endure when struggling to get proper support from inverter companies.
- The simple, lean format will enable O&M firms increase efficiency and value with low burden. CPS' business model emphasizes speed and ease which we believe are success factors for the industry.
- CPS will certify and authorize service firms at two levels. The Lite and Advanced versions of the certification program have defined benefits and certify the firm/personnel to work on CPS inverters and have incredible access to the latest inverter related information such as: firmware updates, updated fault codes, troubleshooting FAQ's, remote service diagnostics and lessons learned.

ASP PROGRAM

- ✓ Introduction to inverter topology and new products details through webinars and live trainings.
- ✓ Overview of differences/similarities between inverter products and related data sheets.
- ✓ Review of basic functionality of the inverter components along with possible faults related to the inverter/site.
- ✓ Review of Safety while operating the CPS inverter. The authorized person will be receiving access to the best industrial methods for operating the inverter.
- ✓ Installation and Commissioning check list along with active regular discussion with our team in order to improve the practices in field.
- ✓ PM Checklist and Procedures for installation of sites communication equipment's such as CPS Flex Gateway.
- ✓ The Authorize personnel will have access to all the latest firmware for the CPS inverter along with proper procedure for performing firmware upgrades.
- ✓ Authorized personnel will have access to the inverter communication software and check list with most possible causes for communication dropouts.
- ✓ Troubleshooting procedures/methodologies.
- ✓ Shared insights from CPS observations of site installation and operation errors observed.
- ✓ Field serviceability / training to swap components on CPS inverter based on the portfolio information for individual clients.
- ✓ Authorized person will be provided the updated check list for performing the RMA process for CPS inverters.
- ✓ Complete clarity and access to CPS service and engineering experts – personal cell phone access to humans.