



Service Bulletin

Date: July 03, 2017 (updated April 30, 2018)

Subject: Inverter Installed Outdoors for Extended Period of Time without Power Connection

Products: All Inverter Models

This service bulletin provides advice to customers who have CPS inverters mounted in an outdoor environment for more than one month without connected power to operate inverters.

CPS advises against leaving inverters mounted outdoors for an extended period of time (more than 90 days) or leaving inverters to go through a cycle of freezing temperature without both DC and AC power connected to the inverters for normal operation.

Although the CPS inverter enclosures are designed to conform to NEMA3R or greater environmental ratings, there exists the possibility of water condensation inside inverter when it is left exposed to an outdoor environment without power to operate for a prolonged period. Moisture in the air could enter the power head of the inverter through the small opening between wiring box and power head during the period the wiring box cover is opened for installation. When the inverter is exposed to temperature swings, especially in cold weather, moisture inside inverter power head could condense over the aluminum heatsink area where the inverter's semiconductors are mounted. Water droplets on the heatsink may cause a short to the semiconductors. When a PV source is applied to the inverter, this PV power source could result in a short across the PV array and cause the inverter to fail.

If such a situation in which the inverter is mounted outdoors without operating power occurs, CPS recommends that the inverter power head and wiring box be inspected for water condensation before any DC or AC power is applied to inverter. Without inspection, the inverter is at risk of having electronic circuit damage when power is applied to the inverter during startup.

If needed, please contact CPS hotline for further advice and/or to schedule CPS service personnel to perform an inspection of inverter(s) on site.

- CPS hotline: 855-584-7168

CPS is committed to delivering the ultimate in product, and customer satisfaction. With this goal in mind, CPS is committed to providing any assistance you may need to ensure the safe and trouble-free startup of your solar power system.

Sincerely,

CPS America