



SafeGuard® Plus Service Program for Grid-Tied Inverters

Maximize power generation from your solar PV system

Safeguard® Plus provides a new class of service, ensuring your inverter is operational rain or shine. Advanced Energy's SafeGuard Plus service program allows you to take a proactive approach in maintaining high-performance longevity for your Solaron® and PV Powered™ inverters—enabling you to rely on consistent, uninterrupted performance. AE guarantees your inverter will be available for at least 99% of the astronomical daylight hours over a twelve-month period. This program is available in most regions and for up to 20 years for Solaron® and PV Powered™ inverters with the purchase of the SafeGuard® PM program. It is not necessary to have an extended warranty to get this premium care.

Let the SafeGuard Plus program and our expert staff optimize your inverter's efficiency and reliability, so you can maximize the energy output from your solar PV system.

Features

- Rain-or-shine algorithm
- 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

Benefits

- Maximize uptime and power generation
- Predict costs for risk abatement requirements
- Leverage AE's established global service infrastructure
- Ensure inverter longevity



PV Powered and Solaron products built in the U.S. are fully compliant with the Buy American Act and qualify for projects funded by the federal stimulus package.



Maximize Uptime and Power Generation

The SafeGuard Plus 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. AE receives notification for critical events and will likely arrive on site to perform service before you are even aware of a problem. SafeGuard Plus is purchased in addition to a purchased SafeGuard preventative maintenance (PM) program.

The formula is simple and easy to administer. This means, regardless of the weather, AE is measured on whether the inverter is available; a true rain or shine promise.

$$\frac{\text{(Total astronomical daylight hours - inverter downtime)}}{\text{Total astronomical daylight hours}}$$

More than a promise, the SafeGuard Plus program ensures that AE reimburses for the downtime below 99% up to the amount paid for SafeGuard Plus. This program is backed by a strong balance sheet, a simple contract, and a worldwide service organization.

In addition, once a year, a highly trained AE specialist will perform the SafeGuard PM service that includes:

- Specialized tests and diagnostics, including thermal scans
- System configuration for optimal performance
- Time-dependent component replacement
- Comprehensive inspection report

Leverage AE's Global Service Infrastructure

AE's worldwide service organization supports mission-critical equipment in 24 x 7 x 365 operating environments, where a single hour of downtime can cost tens of thousands of dollars. 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 decades 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 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 and 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.

Specifications are subject to change without notice.



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