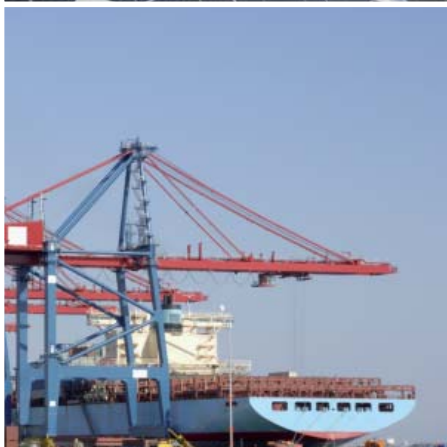
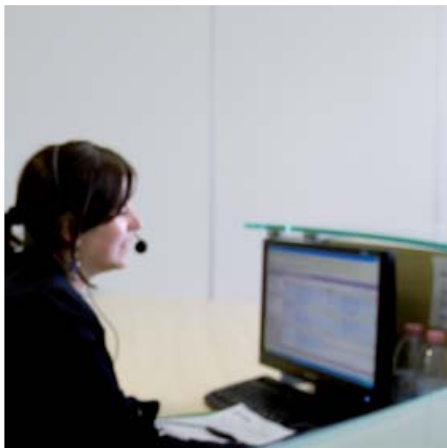
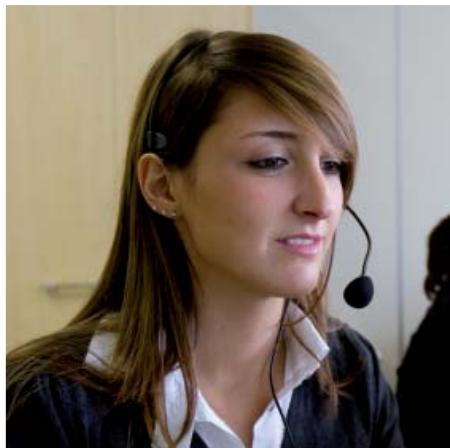




**SERVICE**



**SANTERNO**

CARRARO GROUP

*Giving energy more value* ■

# Santerno service

With its commercial network distributed over the national territory, over 40 years of experience in the field of industrial inverters and over 25 years in the solar field, Elettronica Santerno is the perfect technical partner working side by side with its clients in the running of its systems. The professionalism that has distinguished Santerno for years and the new global perspective where the only winner is who can provide adequate service throughout the territory have transformed a company that supplied an excellent service into a "service oriented" company.

Elettronica Santerno is the most reliable partner for delegating the maintenance and functioning of a plant in total security, thanks to the agreements developed in various geographical areas and a company policy aimed at providing maximum customer satisfaction during all the life stages of a plant: design, start-up, running of the plant and disposal. All of this is possible thanks to the company's vast network of partners distributed all over the national territory.

This means that we can provide a multitude of services, with extended warranties offering prompt intervention, standard warranties or custom contracts made to meet each individual request, where it is possible to select and therefore pay only for the services desired.





## **Technical Assistance Santerno**

The Santerno solution, synergy between the various company structures to give the client the best possible service, starting from design and for the plant's whole life. All-round support, from the design to the running of a system.

**PRE SALES**

**INSTALLATION  
&  
START UP**

**MONITORING**

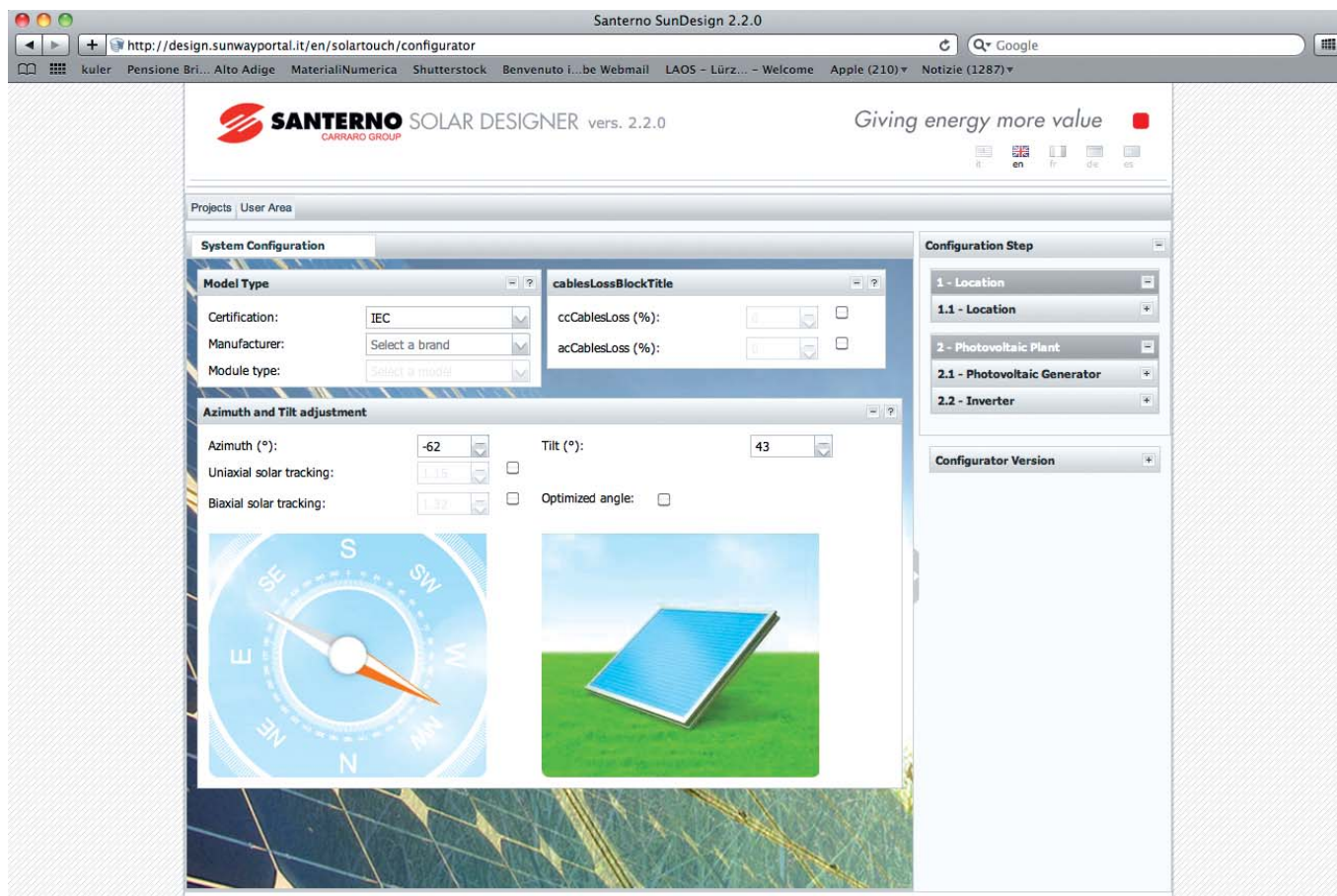
**DIAGNOSTICS**

**SOLUTIONS**

**REPORT**

# Pre Sales

## SOLAR DESIGNER



Santerno Solar Designer is an innovative configurator for photovoltaic plants, and can be accessed directly on our web site <http://design.sunwayportal.it>

Thanks to this handy tool, design of the main components of a photovoltaic plant is made extremely simple and fast: the software has been designed both for special techniques, which require checking of the design in every detail, and for anyone who wants to try and create a domestic plant independently,

safe in the knowledge that the resulting design will be technically precise and immediately transferable to Santerno for a concrete business proposal.

The excellence of the configuration process is fruit of the experience Santerno has accumulated in years of experience in the sector. To use the configurator, just go to <http://design.sunwayportal.it/> and follow the instructions. The service is free of charge. Happy designing!

# Monitoring

## SANTERNO REMOTE MONITORING SERVICE



Sunwayportal is an exclusive Santerno remote monitoring service allowing monitoring your plant via the Internet (HYPERLINK "[http://www.sunwayportal.it/\\_parent](http://www.sunwayportal.it/_parent)" [www.sunwayportal.it](http://www.sunwayportal.it)) or via the RemoteSunway software. The remote monitoring services supplied were developed on the basis of customers' actual needs: you can monitor plant remotely, check correct functioning, be promptly advised in the case of anomalies and be informed about the troubleshooting of any causes of breakdown. You can also modify the parameters of plant devices. To deliver these services, the plant must be equipped with at least one Data Logger card

ES851 and/or a plant PC. The website Sunwayportal, accessible by Santerno customers only, offers two types of services: the Real Time Service and the Historical Service. The former shows data acquired in real time, updated every 15 minutes, while the latter creates a file of the real-time daily production data and displays them in graphic form. The portal also displays the data gathered by the environmental sensors installed in the plant.

The service is supplied in 6 languages: Italian, French, Spanish, English, Portuguese and German.

## Extended Warranty Contracts

- EGM for single-phase products
- EGF Standard for three-phase products
- EGF CUSTOM for all plants
- Emergency response for companies requiring technical assistance only

### Service package for Santerno photovoltaic inverters

INVESTMENT PERIOD	BASIC	CLASSIC	ADVANCED	ADVANCED PLUS	FULL SERVICE
EPC	BASIC	CLASSIC	ADVANCED	ADVANCED PLUS	FULL SERVICE
O&M COMPANY	BASIC	CLASSIC	ADVANCED	ADVANCED PLUS	FULL SERVICE
FINAL CUSTOMER	BASIC	CLASSIC	ADVANCED	ADVANCED PLUS	FULL SERVICE

NOME	BASIC	CLASSIC	ADVANCED	ADVANCED PLUS	FULL SERVICE
Service <100kWp	<ul style="list-style-type: none"> <li>Extended warranty (10, 15, 20 years)</li> </ul>	<ul style="list-style-type: none"> <li>Extended warranty (10, 15, 20 years)</li> <li>Toll Free Number (8am-8pm)</li> <li>Spare parts included</li> <li>Call center service (8-20h)</li> </ul>	<ul style="list-style-type: none"> <li>Extended warranty (10, 15 or 20 years)</li> <li>2nd level emergency response included within 48 hours</li> <li>Spare parts included (except 1st kit)</li> <li>Telephone assistance</li> </ul>	<ul style="list-style-type: none"> <li>Extended warranty (10,15, 20 years)</li> <li>Telephone assistance</li> <li>Spare parts and warehouse management included</li> <li>2nd level emergency response included within 48 hours</li> </ul>	<ul style="list-style-type: none"> <li>Extended warranty (5, 10, 15, 20 years)</li> <li>Telephone assistance</li> <li>Spare parts included</li> <li>Insurance 97% availability upon payment of 1.2€/kWp not produced or SANTERNO premium of 0.11€/kW in excess of 97%</li> <li>All interventions included</li> </ul>
Service >100kWp	<ul style="list-style-type: none"> <li>Extended warranty (5, 10, 15 or 20 years)</li> </ul>	<ul style="list-style-type: none"> <li>Extended warranty (5, 10, 15 or 20 years)</li> <li>Toll Free Number (8am-8pm)</li> <li>Spare parts included</li> </ul>	<ul style="list-style-type: none"> <li>Extended warranty (5, 10, 15 or 20 years)</li> <li>2nd level emergency response included within 48 hours</li> <li>Spare parts included (except 1st kit)</li> <li>Telephone assistance</li> </ul>	<ul style="list-style-type: none"> <li>Extended warranty (5, 10, 15 or 20 years)</li> <li>Telephone assistance</li> <li>Spare parts and warehouse management included</li> <li>2nd level emergency response included within 48 hours</li> </ul>	
Price	7.30€/kWac	8.50€/kWac	10.65€/kWac	11.95€/kWac	12.45€-13.8€/kWac
Custom: custom solutions for inverters >100kW					

Investment period: typical duration 10 years.  
EPC: typical duration 2-5 years.

O&M Company: duration 2-20 years.  
Final customer: 10-20 years.









Every customer requires Assistance and Maintenance and an extended warranty that is different from others. Santerno has used its over twenty years of experience in the photovoltaic field to create its contracts and meet the demands of the different realities present on the market.  
Each final customer has different demands in terms of investment

period and EPC and Santerno has created "ad hoc" solutions for several different cases.

And if our "standard" solutions are not enough, our customers can choose from our list of services and pay only for those that are truly required.

# Solutions and Services

## Overview of available extensions and services

Service level	1	2	3	4	5	6	7	8	9
Name	Factory warranty	EGM	Extended Basic warranty	Extended Classic warranty	Extended Advanced warranty	Extended Advanced Plus warranty	Extended Full Service warranty	Emergency response: 48 hours	EGF Custom
Period 	2-5 years	12-20 years	5-10-15-20 years	5-10-15-20 years	5-10-15-20 years	5-10-15-20 years	5-10-15-20 years	5-10-15-20 years	5-10-15-20 years
Availability 							97%-99%		Optional
1st level service 							Included	On site within 48 hours fee-paying	Optional
2nd level service 					Included within 48 hours	Included within 48 hours	Included	On site within 48 hours fee-paying	Optional
Spare parts 	Included	Included	Included	Included	First kit purchased separately by the customer	Included	Included	On site within 48 hours fee-paying	Optional
Spare parts subject to wear and tear 				Included	First kit purchased separately by the customer	Included	Included	On site within 48 hours fee-paying	Optional
Toll free number 				Included	Included	Included	Included		Optional
Routine maintenance 			Discount prices	Discount prices	Discount prices	Discount prices	Included		Optional



# WorldWide



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