

Response Time Schedule

Solar O&M · Issue Priority & Response Commitments

PRIORITY: ■ Critical ■ High ■ Medium ■ Low

PRIORITY	ISSUE DETAILS	INITIAL REMOTE RESPONSE	ONSITE CORRECTION COMMENCEMENT
Critical Issue	Safety issue / fire or other life-threatening issue	1 hr	8 hrs
High Priority Issue	Power failure Inverters offline (>75% capacity reduction) Inverters failure (>50% capacity reduction) Tracker failure applicable (>50% capacity reduction) Monitoring failure (except communication failure)	3 hrs	12 hrs
Medium Priority Issue	Inverters offline (up to 50% capacity reduction) String failure (up to 50% capacity reduction) Tracker failure (up to 50% capacity reduction) Communication failure Weather station failure Employee related access to Monitoring System	12 hrs	24 hrs
Low Priority Issue	Inverters offline (<25% capacity reduction)	24 hrs	48 hrs

NOTE

Response times are measured from the moment the issue is first identified by the monitoring system or reported by the client. Onsite Correction Commencement refers to the time by which a qualified technician has arrived on site and begun remediation activities.