

Field Services

Providing Quality Installation and Maintenance of Critical Field Electronics.

Our Capabilities

For more than 25 years, Solarcraft has continuously evolved to match our customers' needs, building a reputation as an industry leader in quality, highly reliable integrated enclosures and field electronics packages for energy and instrumentation applications. Our knowledge and expertise is applied to our field services, where we offer a variety of services to meet the requests of our customers.



At Solarcraft we take pride in the quality of our products and installations, managing the entire scope of the project in house. The engineering, manufacturing, integration, and programming of our systems, including PLC and RTU panels, are all conducted within our facility, allowing us to provide you with a highly reliable, turnkey solution and expert installation and maintenance on site. Further your peace of mind with our three field service packages including Commissioning, Routine Maintenance, and Training.

Our Offerings

- **Commissioning Package**

Visual inspection
Check solar mounting structure integrity
Check mounted components
Check backplane wiring integrity
Check surrounding area affecting system
Confirm proper installation
Startup and functionality of the system
Confirm battery and charging system
Confirm load specs match design numbers
Confirm alarms to be within expectations
Measure system output voltages to be within expectations

- **Routine Maintenance Package**

Visual inspection
Check solar mounting structure integrity
Check surrounding area affecting system
Confirm proper installation
Startup and functionality of the system
Confirm battery and charging system
Confirm load specs match design numbers
Confirm alarms to be within expectations
Measure system output voltages to be within expectations

- **Training Package**

On-Site Training at customer location, or Solarcraft facility
IOM and Start-Up Procedure provided
Proper installation of the system
Functionality of the system
Demonstration and powering up
Troubleshooting
Battery training

Field Service Technicians

Solarcraft Technicians are trained and capable of performing a range of services.

Field Service Rates

Contact Us 877.340.1224

2020 Field Service Packages

- Commissioning/Service Pack - Solarcraft system and start up or service
- Routine Maintenance Pack - System health checkup every 6-12 months
- Training Pack - System training for field technicians

2020 Standard Service Rates

The following labor rates are used for our nominal maintenance and startup services.

Day Rate: \$1600 per day, up to 8 hours, M-F

Expenses: Billed at actual plus 15%

Travel: Half day or full day charged contingent upon distance

- Standard rate - 8am - 5pm, M-F
- Overtime rate - 2X standard rate
- Holiday Rate - 2X standard rate
- Emergency 24 Hour Service - 2X standard rate
- 2020 Standard Mileage - \$.575 per mile

Travel Notes

Mileage is charged separately at \$.575 per mile.

Solarcraft vehicle mileage from Solarcraft's Sugar Land office to job site and back. Travel related expenses will be charged separately at actual costs plus 15% (such as airfare, hotel, vehicle rental, meals).

Travel time, to and from the customer site, will be charged as a half or full day contingent upon distance.

Parking fees are charged at cost.

Additional Parts and Equipment

Additional parts, equipment, specialty tool rental are not included and will be billed as a separate line item.

Warranty Service Trips

All travel time associated with a warranty service call may be billed at the listed rates contingent upon diagnosis. All expenses for a warranty service call may be billed at actual cost. Solarcraft standard warranty is 5 years for Solarcraft manufactured parts and workmanship.

