

# SERVICES PROVIDED

## 1. SSE Technical Support Service

**Shaktisteller SSE Technical Support** provides remote technical assistance for issues associated with the operation and maintenance of Covered sites. Customers have telephone and web access to Shaktisteller's Technical support personnel, 12 hrs. a day, 365 days a year to report problems, ask solar-related questions and receive assistance for installed hardware (Commissioning certificate and warranty card will be issued covering relevant hardware) .

## 2. SSE Return to Factory Repair Service

**Shaktisteller SSE Return to Factory Repair Service** provides technical support plus return to factory replacement of a defective Field Replaceable Unit (FRU) with an equivalent FRU for Covered Products in cases where the installation has been carried out by SSE. In case of a hardware not initially installed by SSE, a joint inspection and co-operation is bound to be expected for an FRU to be replaced.

## 3. SSE Advance Replacement Services

**Shaktisteller SSE Advance Replacement Services** provide technical support plus advanced part replacement for Covered Products. Upon diagnosis of a reported failure, the replacement part will be delivered within the response time defined by the nature of the problem and as in the inspection report.

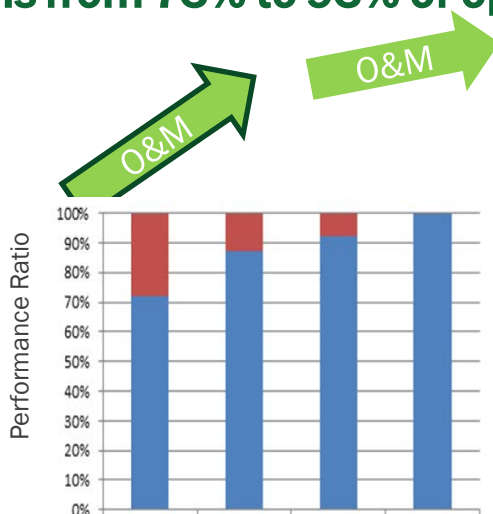
## 4. SSE On-Site Services

**Shaktisteller SSE Onsite Services** provide technical support plus advanced parts replacement with on-site labor for Covered Products. Upon diagnosis of a reported failure, the replacement part and an on- site field technician will arrive within the response time defined by the inspection report.

## 5. SSE Maintenance Support Service

**Shaktisteller SSE Maintenance Support** provides regular maintenance of the Covered sites. Maintenance include removal of dust and regular debris from the solar panels, periodic checking of the hardware to identify loose connections and possible disconnect/failure. Periodic checking of the module mounting structure and maintenance in case of loose structure footing, scratches on the GI coating, removal of rust and tightening of nuts/bolts. Frequency of the maintenance as per the selection of service category defined in the document.

## Comprehensive O&M could improve delivery of underperforming systems from 73% to 93% of optimal



Under- Performing Average Good Optimal

Average Performance Ratio Increases from 88% to 94%

### Optimal (100%)

- Full robust quality assurance system in planning and construction phases
- Comprehensive asset management
- Good preventative O&M
- Good corrective O&M