

Suncycle Solar Services

Operational Management of Photovoltaic Systems

Monitoring | Reporting | Commercial Management | Document Management | Inspection | Repairs



01 Suncycle Solar Services

Suncycle is one of the leading companies in Europe that specialises in the maintenance and servicing of photovoltaic systems and products.

With more than 2 million tested and repaired modules, Suncycle has a unique wealth of experience in the industry.

Founded by three technology consultants from Hamburg, Suncycle is 100% equity financed and thus an absolutely manufacturer independent and reliable partner.

With our six fields of business we cater for all of the needs of the solar industry – from the technical approval through to the complete operational management of large solar parks. All of the services can be offered directly on-site on the customer's premises or in our modern engineering & test centre in the heart of Germany.

Leading manufacturers, insurance companies, banks and investors trust in Suncycle worldwide. Your solar system is also in the best of hands at Suncycle.



2 million
repaired and tested modules.
Unique experience in the industry.

2007 Foundation of
Suncycle Solar Services.



Independent

As operator independent and objective.

24/7 Remote monitoring
365 days a year.

02 Monitoring & Reporting

24/7 – worldwide.

The Suncycle monitoring solution offers unbroken remote monitoring for 365 days, around the clock, with mobile access - controlled in our central control room by electrical engineers with many years of experience.

Hardware independent.

Our online monitoring system can integrate all interface protocols that are established on the market. Performance monitoring ranges from a comparison of individual module values by means of sensor upgrade through to aggregated yield reports for national or international solar portfolios.

High data security.

All of the data is compiled via encrypted protocols in a central IT system with redundant data retention. Our high-availability servers are operated in Germany and France according to European laws.

Self-explanatory yield reports.

Reports that are easy to read and understand are a matter of course for us. Clear charts with relevant KPIs and detailed lists of all events provide a fast overview of your system's yield situation. An unlimited number of user profiles are available to send out reports, e.g. to inform energy cooperatives and owner associations.

We won't leave you on your own.

Your personal plant operator will be happy to explain the report as well as possible measures to optimise and improve the efficiency of your system on request. You can also contact our in-house, five-language hotline at any time by phone or mail should you have any questions.

+49 . 3643 830 015

Suncycle Service Hotline
Mon-Fri 8am – 5.30 pm

03 Commercial Operational Management

Financial management.

You concentrate on your core business – we take care of the commercial aspects of your PV system. Our services hereby range from accounting with monitoring of payments and liquidity via property management through to partner coordination or a later remarketing of your investment.

Unbroken document management.

Every project begins with an initial system check (Technical Due Diligence). The results form the beginnings of your system documentation: the „service life dossier“. Existing documents are checked and any missing information is supplemented. Continuous archiving of all data and correspondence according to statutory regulations guarantees immediate access to all relevant information.

Carefree insurance processing.

We check that your insurance policies are up-to-date and offer adequate coverage. With our quick and cost-effective processing we are amongst the preferred partners of leading PV insurance companies, which in turn is reflected by attractive premiums for you.

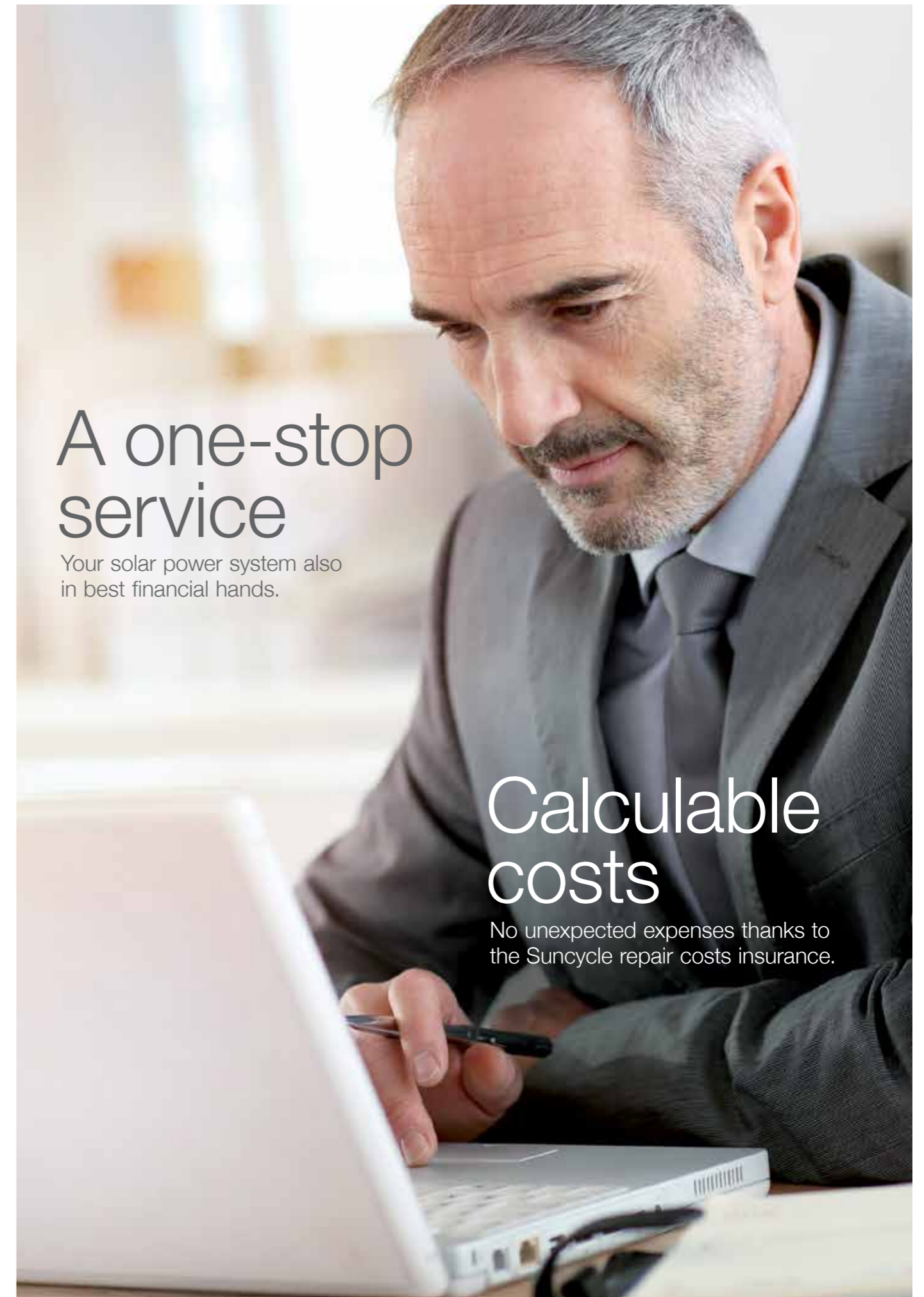
Don't miss any warranty periods.

We check the function of all components in due time before any guarantee or warranty periods expire. In guarantee cases, we are amongst the fastest and cheapest adjusters on the market thanks to our network within the trade and industry.

Unique: calculable costs.

The Suncycle repair costs insurance makes repairs calculable. Inverters, modules or even the entire system can be insured more comprehensively than with original guarantees. This makes your system revenues more predictable and reserves that are demanded by banks can be reduced, for example.

Suncycle service partners:



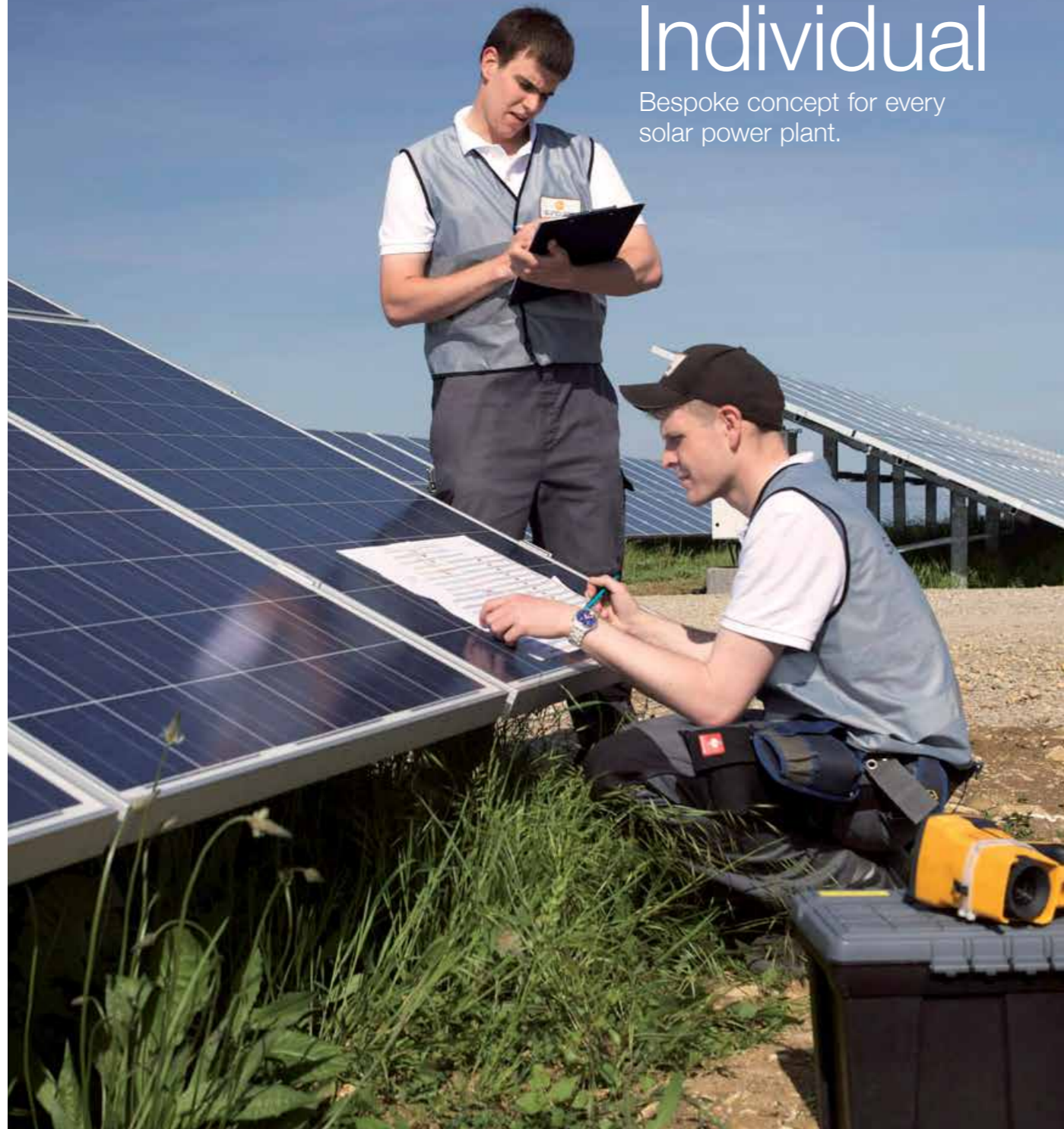
Unique

Suncycle's mobile test lab for precise on-site tests.



Individual

Bespoke concept for every solar power plant.



04 Inspection, Maintenance & Repairs

The right solution for every need.

An individual inspection and maintenance plan is agreed on the basis of inspection proposals depending on the needs and requirements.

Basic services:

- Monitoring
- Visual check of all system components
- Inverter maintenance acc. to manufacturer's instructions
- String measurement
- Insulation test

Optional extras:

- IR thermography test
- Characteristic curve measurement
- Recalibration of sensors
- Preventive spare parts function test
- Updating of firmware
- Maintenance of grounds and cleaning as required

Fast reactions, short downtimes.

In the event of a fault, Suncycle guarantees a fault detection time of only ¼ hour. Depending on the requirements, we agree a reaction time for troubleshooting and on-site damage repair of between 12 and 72 hours.

Guaranteed design quality.

All measurements and tests are carried out according to applicable DIN & VDE regulations by qualified electricians. All of the work performed is recorded for each process in the Suncycle ticket system and made available in the document management system.

Value-retaining services.

Depending on the system type, preventive cleaning, grounds maintenance, winter traffic safety measures as well as function tests of the network management and theft surveillance can also be offered as optional extras.

Repair, improve and optimise.

In the event of an incident the Suncycle team with its mobile lab - the Suncycle Compact Test Unit (CTU) - finds every hidden fault and can enforce your warranty claims on a sound basis. Whether spare parts, supplementary fire protection or the retrofitting of module optimisers: above and beyond the actual performance monitoring, Suncycle remains your partner for continuous yield optimisation.

CTU lab
compact test unit
Electroluminescence | STC – Performance

CTU flex EL
compact test unit
Electroluminescence mounted @ daylight

05 Overview of Operational Management

As an independent partner certified by renowned banks and insurance companies, Suncycle guarantees a professional level of service to permanently protect your green investment.

Our own team of engineers and repair capacities ensure the shortest of reaction times, the best possible workmanship and outstanding value for money compared to the competition. A higher system availability and improved efficiency – with Suncycle PV operational management you get a service package to maximise the earning power of your solar system.

One provider. All competences.
Your revenue benefit for your solar power system.

Monitoring and reporting



- 24/7 yield monitoring
- Hardware-independent
- Self-explanatory reports
- Maximum data security
- Personal plant operator

Commercial management



- Bookkeeping & accounting
- Payments & liquidity checks
- Document management
- Insurance management
- Repair costs insurance

Inspection, maintenance and repairs



- Individual maintenance plans
- Shortest reaction times
- Latest measurement electronics
- Yield optimisation
- Grounds maintenance & cleaning



Security thanks to Suncycle quality management.

06 Suncycle Fields of Business

Our six fields of business cover the complete spectrum of tests, repairs and maintenance - each field with a high level of specialisation and many years of experience.



After sales services

Suncycle supports the complete after-sales process. Our services range from process design through to standardised complaints handling and documentation.

The scope of offers ranges from our own technical hotline in 5 languages through to 3rd level support. The Suncycle ticket system offers continuous process tracking with individual escalation paths.



Test and repairs

All common test methods such as electroluminescence, thermography, flash or insulation test, are available in the works or on site with the Compact Test Unit (CTU).

Certified processes are provided for rear coatings, diode replacements or repairs to junction boxes, module frames and inverter PCBs, amongst others.



PV operational management

The Suncycle offer ranges from yield monitoring via inspection & maintenance through to the integrated commercial management of larger PV parks.

A nationwide network of partners with their own inspection teams and engineers guarantees a fast and reliable service for the shortest of downtimes and maximum system yield.



Recall management

Suncycle is responsible for organising international recall campaigns. We take care of the complete organisation from planning via customer identification and error correction through to process documentation with full cost control.

Leading manufacturers trust in our professional handling with the highest level of intuition and tact.



Assessments and engineering

Large insurance companies trust in our legally watertight yield, damage and fault assessments.

Suncycle Engineering offers investors and banks system tests and technical approvals. Detailed catalogues of measures are the basis for assessments during a change of ownership, yield problems or at the end of warranty periods.



Supply chain solutions

Customers use Suncycle as a logistics hub and combine our test competence with the logistics services. Random sampling in the incoming goods department is an important component in the quality assurance process for our customers.

Deadline coordination, storage & transport management as well as dispatch are some of our standard services.

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