



**PVP1800, PVP2800**

# Installation and Operation Manual



***PV Powered***

**Delivering Tomorrow's Solar Technology ... Today**

# StarInverter PVP1800, PVP2800

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# IMPORTANT SAFETY INSTRUCTIONS

This product has been engineered and manufactured to ensure your personal safety. Improper use may result in potential electrical shock or burns. Please read and follow all instructions for installation, use and servicing of this product.

**SAVE THESE INSTRUCTIONS** – This manual contains important instructions for the StarInverter model numbers PVP1800 and PVP2800 that must be followed during installation and maintenance of the StarInverter.

## CAUTION:

- ◆ All electrical installations should be done in accordance with local electrical codes and the National Electrical Code (NEC), ANSI/NFPA 70.
- ◆ Before connecting the StarInverter to the electrical utility grid, approval must be granted by your utility company. Only qualified electricians should make the connection.
- ◆ When exposed to light, PV-arrays create electrical energy that could cause a hazardous condition. To avoid this, completely cover the surface of all PV-arrays with opaque (dark) material before wiring them.
- ◆ The StarInverter contains no user-serviceable parts. Refer servicing to qualified service personnel.
- ◆ Do not touch the heat sink located at the top of the StarInverter. Temperatures can exceed 158 degrees (70° C).

**Please read all safety warnings and instructions before beginning the installation or operation of the StarInverter.**

**SAVE THESE INSTRUCTIONS**

# 1.0 INTRODUCTION

The PV Powered StarInverter is a utility interactive inverter for photovoltaic (PV) systems.

The StarInverter is tied to an electrical source provided by the local utility company (i.e. on-grid), as well as to the photovoltaic system. The StarInverter contains everything needed to convert the DC voltage generated by the solar arrays into the AC voltage required to power a house. Because the inverter is tied to a local utility source, if a house's electrical needs exceed the power generated by the solar arrays, the house automatically taps into its local power supply for that additional electricity. Likewise, if a house does not utilize all the power generated by the solar panels, the inverter actually reverses the flow of electricity (i.e. electricity is fed back into the grid). Think of it as accumulating credits of electricity with the utility for future use.

The information contained within this manual will provide all the information necessary for successful installation and use of the StarInverter.

## Product Features

### *Command Center Software*

Revolutionary software developed by PV Powered establishes a new industry standard for ease of use. Monitor the status and efficiency of energy generated by the PV system on screen and in real time.

### *Easy Installation*

The custom designed mounting brackets and easy-to-follow instructions make installation simple and quick.

### *Simple, Innovative Design*

Everything needed to power up the StarInverter is contained within the inverter box, including AC and DC connections and circuits. Low part count keeps costs down and simplifies the installation and troubleshooting processes.

### *Safety Features*

The StarInverter is designed for safety. Control power comes from the utility grid, ensuring that power can never be generated during a utility grid failure. The output stage transformer guarantees isolation of the utility grid and PV modules.

### *Expandability*

The StarInverter is designed with growth in mind, from residential to commercial use. Most PV system configurations can be accommodated.

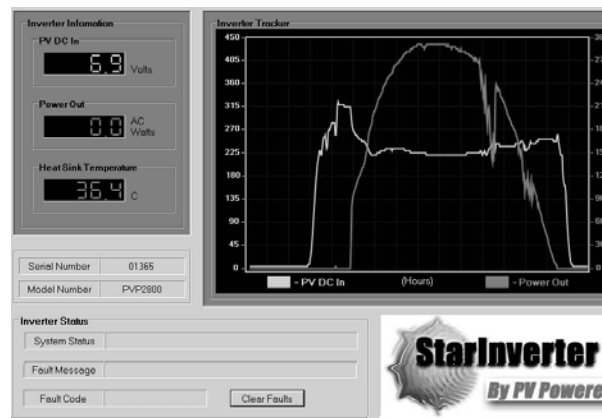


Figure 1: PVP Command Center

## 2.0 INSTALLATION

### 2.1 Selecting a Location for the StarInverter

In choosing a location for the StarInverter, consideration should be given to the following criteria:

- ◆ The heat sink temperatures can exceed 158 degrees (70° C). The StarInverter must be installed so that the top of the unit will not come into contact with persons.
- ◆ The StarInverter is suitable for installation both indoors and outdoors and the enclosure has been given a NEMA 3R rating.
- ◆ When the StarInverter is installed outdoors, it should be shielded from rain and direct sunlight, if possible.
- ◆ The StarInverter is designed to handle the temperature extremes of most climates. The operating and non-operating ambient temperature range is from -25° C to 40° C.
- ◆ The following clearances are recommended for proper placement of the StarInverter:
  - A minimum 36" clearance between the bottom of the inverter box and the ground.
  - A minimum 12" clearance above the inverter box for ventilation.
  - A minimum 8" clearance around the side of the inverter box so that all Warning and Caution labels are clearly visible and able to be easily read.
  - Visibility of the operating LED's and display located at the top front of the inverter box should also be considered.

## 2.2 Mounting the StarInverter

The StarInverter should be mounted vertically to a flat, solid surface such as wallboard, concrete or wood siding. The inverter should be located in close proximity to the solar panels to minimize the DC wire length.

The two mounting brackets provided make mounting the StarInverter quick and simple. There is one bracket for the top and one for the bottom. The two screw holes in each bracket are 16 inches apart. Once the wall studs are located, anchoring the brackets becomes an easy task.

**WARNING:** Prior to drilling holes to mount the StarInverter in the location selected, ensure there are no electrical wires or plumbing in the area.

### CAUTION:

The National Electrical Code (NEC) requires that the inverter be connected to a dedicated circuit with no other outlets or devices connected to the same circuit. See NEC Section 690-64(b)(1). The NEC also places limitations on the size of the inverter and the manner in which it is connected to the utility grid. See NEC Section 690-64(b)(2).

### CAUTION:

To reduce the risk of fire, connect the PVP1800 or PVP2800 only to a circuit with 20 amps maximum branch-circuit overcurrent protection in accordance with the National Electrical Code (NEC), ANSI/NFPA 70.

### 2.2.a Steps to Mount the StarInverter

1. Locate the wall studs in the desired location and mark upper mounting bracket screw holes.
2. **MAKE SURE BRACKET IS LEVEL.** Drill holes for the screws through the holes on the bracket. Use heavy-duty molly bolts or anchors if mounting into drywall only. See Figure 2.



Figure 2: Upper Mounting Bracket

3. Remove the front cover of the StarInverter by unscrewing the two cover screws located on the bottom of the inverter. (The PVP2800 will have four cover screws located on the front and bottom of the inverter.)

4. Attach the lower bracket to the inverter using the two screws provided.
5. Insert the two mounting screws through the mounting holes located below the power board at the bottom of the cabinet and tighten securely.

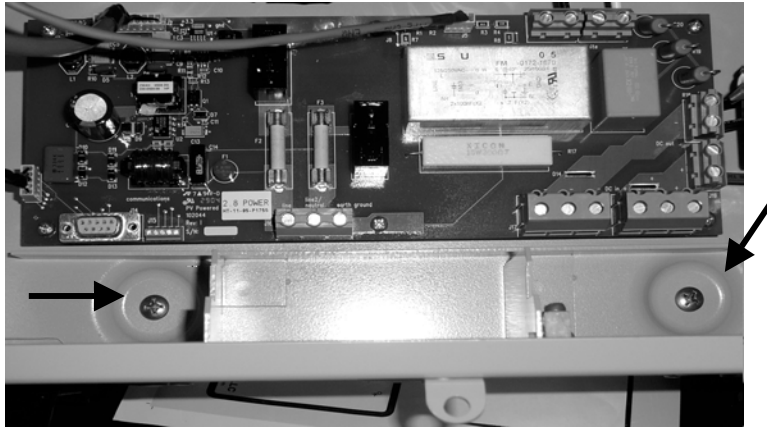


Figure 3

5. Carefully bring the inverter right side up and hang it on the upper bracket.
6. **Verify inverter is level.** Seal the upper mounting holes on the inverter with RTV.
7. Mark the locations of the lower mounting bracket holes. Drill holes into studs or install wallboard anchors as necessary.
8. Screw in the bottom screws of the bottom bracket to anchor the bracket to the wall. Refer to Figure 4.

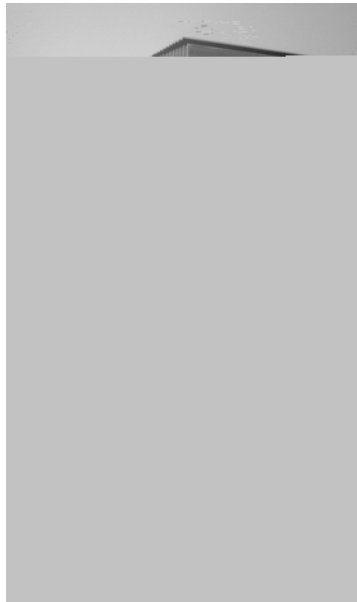


Figure 4: Mounted StarInverter with Mounting Brackets in place.

**PLEASE NOTE: Leave the inverter cover off to allow for electrical connection in section 2.3.**

## 2.3 Electrical Connection

Do not proceed with the electrical connection of the StarInverter until it has been properly mounted.

**WARNING:** Electrical connections must be done in accordance with local electrical codes and the National Electrical Code (NEC), ANSI/NFPA 70. Use 10 AWG, minimum 90° (194°F), copper wire for all PVP1800 and PVP2800 connections. Voltage drop as well as other considerations may dictate that larger wire sizes be used.

**WARNING:** Make sure the main 120/208/240 volt breaker in the main utility breaker box is switched OFF before wiring the StarInverter. This breaker should be switched ON only after all wiring has been completed as set forth in this manual.

**WARNING:** Follow the order listed below in wiring the StarInverter. Failure to do so may result in hazardous voltages or disconnection of contacts.

Terminal connections for the StarInverter are located inside the inverter on the circuit board at the bottom of the box. Solid wires up to 8 AWG (6mm<sup>2</sup>) and flexible wires up to 10 AWG (4mm<sup>2</sup>) are accepted by the AC terminals. Wires up to 6 AWG are accepted by the DC terminals.

**CAUTION:** The input and output circuits are isolated from the enclosure. System grounding, when required by Sections 690-41, 690-42, and 690-43 of the National Electric Code (NEC), ANSI/NFPA 70-1999, is the responsibility of the installer.

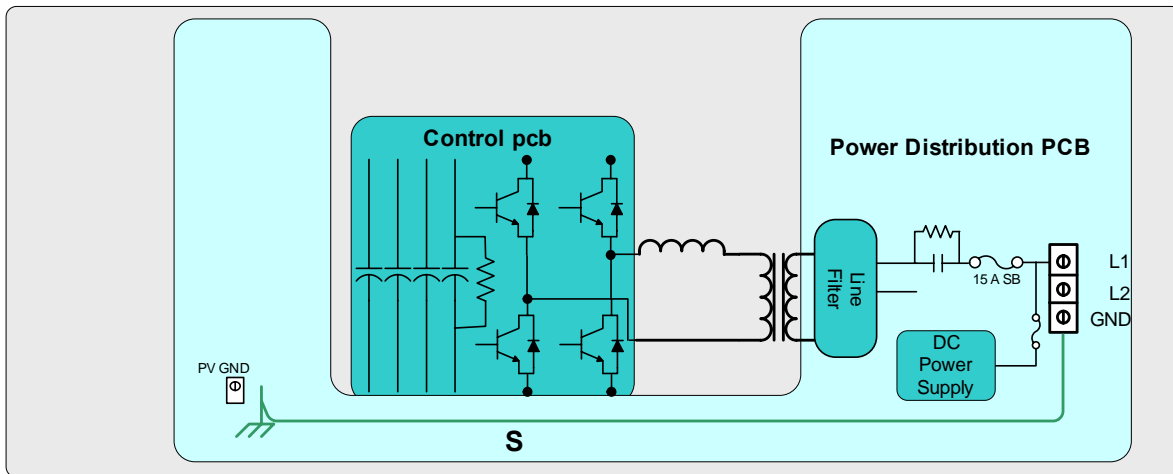
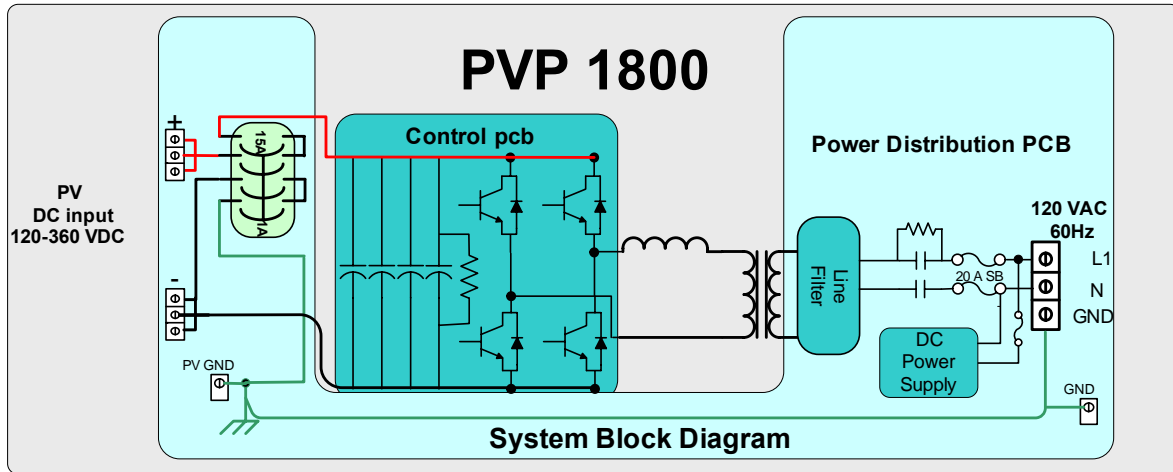


Figure 5: Communications, AC and DC ports.



### 2.3.a Grounding

- ◆ A single point ground connection is located in the lower right hand side of the StarInverter cabinet. The PV panel grounding wire is terminated there. The AC ground connection is terminated next to the Line and Line 2/Neutral connections on the circuit board. The PV ground is bolted to the cabinet with a 1/4-20 bolt. (Refer to Figure 7.)
- ◆ Figure 6 includes schematic representations of the PVP1800, and PVP2800 single point grounding. The front cover is grounded through the two cover mounting screws.



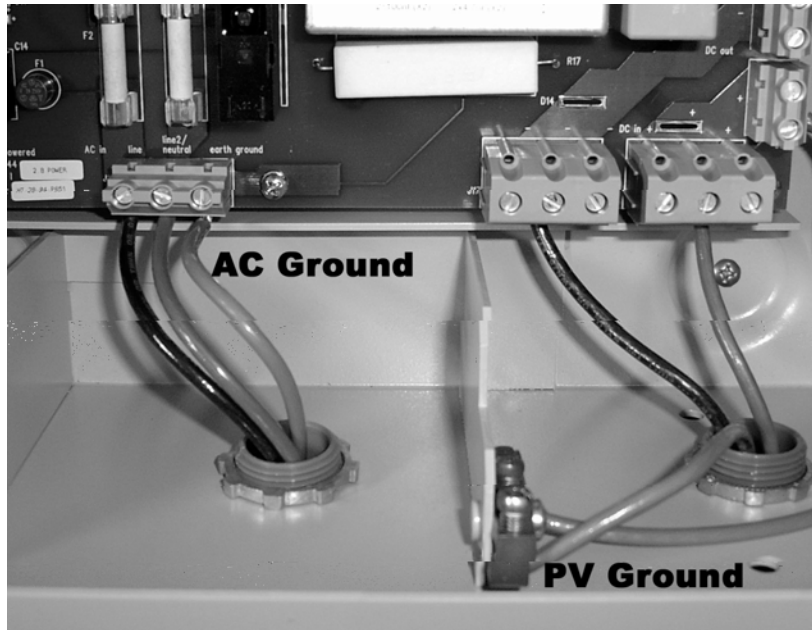


Figure 7: AC and PV Grounding

### 2.3.b Connecting the StarInverter to the Electrical Grid

Inside the StarInverter are two circuit boards:

- ◆ The Control Board
- ◆ The Power Distribution Board with a D-sub socket or an optional terminal block for communications to a personal computer and:
  - The AC connection terminal
  - The DC connection terminal
  - The Internal AC grid fuse(s)

**WARNING:** For continued protection against risk of fire, replace only with same type and ratings of fuse. For models PVP1800 and PVP2800 use only Littelfuse 326020 20 AMP 250V AC.

PV Powered provides overcurrent protection on the Power Distribution Board with two 20 AMP fuses (See warning above). Overcurrent protection is also provided with the included DC/GFI circuit breakers on the PVP1800 and PVP2800. Additional overcurrent protection for the inverter's AC output is provided by circuit breakers at the breaker panel.

The StarInverter is connected to the electrical grid using 3 wires - the LINE, LINE 2/NEUTRAL and GROUND.

**Please Note:** To avoid an increase in AC voltage to unacceptable values while the StarInverter is connected, the grid impedance value at the connection point should be as low as possible. By keeping the grid impedance value low, higher system efficiency will be achieved.

The total impedance of the grid plus the interconnecting AC wires should be less than 1.25 Ohm.

**WARNING:** Make sure the main 120/208/240 V breaker at the circuit breaker panel is switched off before you connect the AC terminal block.

To wire the StarInverter to the main utility grid, follow the steps outlined below (refer to Figure 8):

1. Run the conduit from the main breaker panel to the bottom of the StarInverter and insert the fitting in the center opening of the StarInverter, fastening with a locking nut.
2. Feed the LINE, LINE 2/NEUTRAL and GROUND wires through the conduit and into the center opening of the StarInverter.
3. Connect the GROUND wire to the terminal marked 'earth ground' inside the StarInverter.
4. Connect the LINE 2/NEUTRAL wire to the terminal marked 'line 2/neutral' inside the StarInverter.
5. Connect the LINE wire to the terminal marked 'line' inside the StarInverter.
6. Ensure all connections are wired correctly and properly torqued. Tighten the terminal block screws to 0.5 Nm.

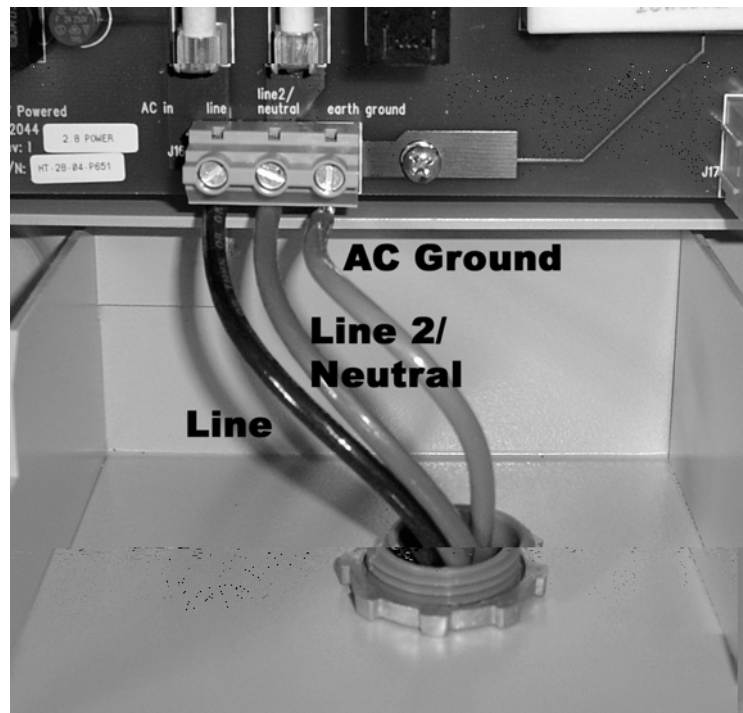


Figure 8: AC wiring for the line, line 2/neutral and ground wires.

### 2.3.c Connecting DC Wires/PV Panels

**WARNING:** Before proceeding with the DC wiring, completely cover the surface of all PV-arrays with dark material to avoid the production of electrical current.

**WARNING:** Make sure the polarity and the PV panel voltage between the + and the – cable connectors of the PV panels are correct. Then connect the panels to the DC terminal block on the power distribution board.

The PV panel open circuit voltage should be at or below the listed voltages in Figure 9 under all circumstances. Each DC input to the DC terminal block must be less than the voltages listed in Figure 9.

StarInverter Model	PV Panel Open Circuit Voltage	DC Input to DC Terminal Block
PVP1800	360VDC	360VDC
PVP2800	450VDC	450VDC

Figure 9: PV open circuit voltages.

To wire the DC inputs from the PV panels to the StarInverter (refer Figure 9):

Note: Each DC input connection must carry the same input voltage. The StarInverter allows up to three connections for both the + and the – pole.

1. Calculate the maximum open circuit (no load) for each series panel connection. **FOR ALL TEMPERATURE CONDITIONS, THE OPEN CIRCUIT VOLTAGE FOR EACH SERIES CONNECTION MUST TOTAL LESS THAN THE OPEN CIRCUIT VOLTAGE INDICATED IN FIGURE 9 FOR THE CORRESPONDING STARINVERTER MODEL.** Review your panel's data sheet for operating temperature ranges.
2. Keep track of the array positive and negative leads and mark them clearly.
3. Route the PV array leads through the far right opening in the StarInverter.
4. Connect each series positive DC lead to the positive terminals of the power distribution board.
5. Connect negative DC leads directly to the negative terminal on the power distribution board.
6. Connect the ground wire(s) to the ground lug.

7. Confirm that the DC disconnect is turned off and remove the material from the array. With a voltmeter, check the PV array positive leads and confirm that the voltage is positive when referenced to the negative leads. The reading should match your series Voc total.

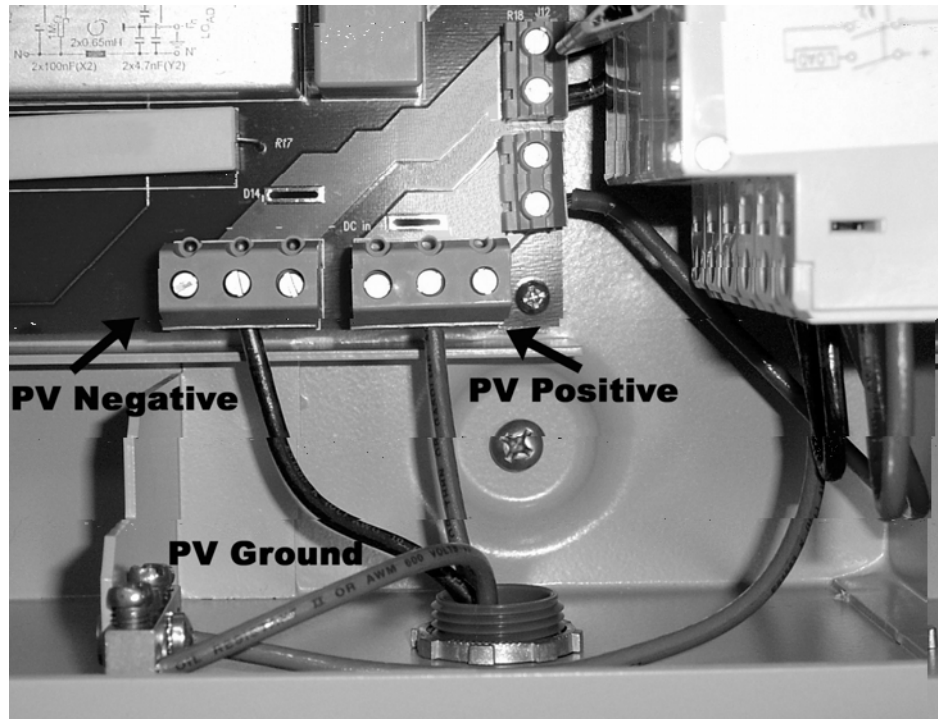


Figure 10: DC Wiring

### 2.3.d Connecting Communications (Optional Step)

To connect the communications and load the software, follow the steps outlined below (Refer to Figures 11 and 12):

1. Hardwire the communications cable to the communication terminal, or plug in the D-sub cable to the serial port.

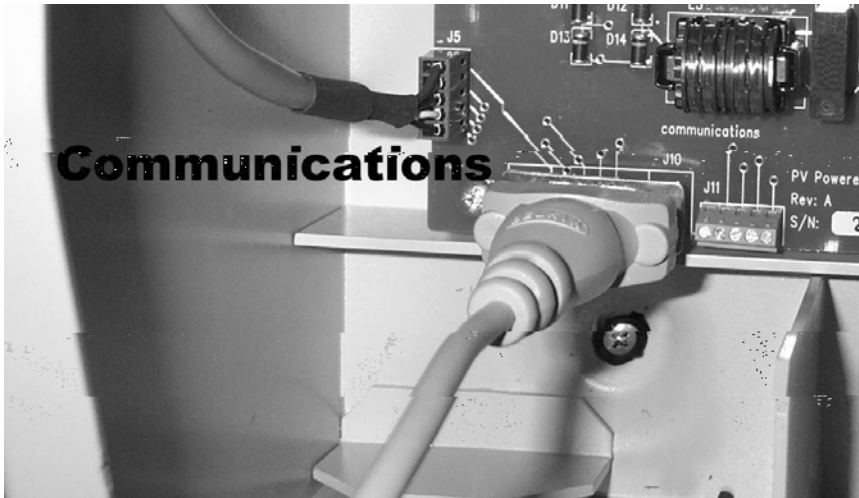


Figure 11: Communications located on the Power Distribution Board

Serial Connection Table		
5 Pin Screw Terminal Connector	Serial Cable	Serial Function
1	7	Request to Send (RTS)
2	2	Receive Data (Rx)
3	4	Data Terminal Ready (DTR)
4	3	Transmit Data (Tx)
5	5	Signal Ground (SG)

Figure 12: Hardwiring the serial connection

2. Replace the front cover of the StarInverter and tighten the two or four screws located on the cover.

## 3.0 OPERATION

### 3.1 Start Up Procedures for the StarInverter

**WARNING:** Before turning on the StarInverter ensure that the front panel is closed properly.

**WARNING:** The heat sink can reach temperatures in excess of 158° (70°C). Care must be taken to not touch the heat sink when in use. Nothing should be placed on top of the heat sink.

Starting up the StarInverter requires the following steps in the order indicated below:

1. Turn the **AC breaker ON**.
2. Verify that a red LED light is illuminated.
3. Verify that communication is established with the PVP Command Center (software on PC). *This is an optional step.*
4. Remove the dark cover from the PV panels.
5. Check the polarity to make sure the + and – are wired correctly and confirm that the PV panel open circuit voltage is at or below the level specified in Figure 9.
6. Turn the **DC breaker ON**.
7. **IT IS RECOMMENDED THAT YOU ATTACH A PADLOCK AT THIS TIME TO PREVENT UNAUTHORIZED ACCESS OR DAMAGE TO THE INVERTER.**
8. After 5 minutes, the StarInverter will start to produce power into the AC grid if all necessary operating conditions are met.

### 3.2 LED Indicator Lights/Vacuum Fluorescent Display

#### LED INDICATOR LIGHTS

The StarInverter PVP1800 and PVP2800 display 2 LED indicator lights visible through the upper left corner of the front panel. These lights will indicate the StarInverter's status.

If the StarInverter's operating environment is safe to produce power into the AC grid, the "OK" (Green) LED is illuminated.

If at any moment the operating environment moves outside the safe operating limits, governed by UL 1741, IEEE 519, and NEC 690, the "STAND BY" (Red) LED indicator will be illuminated.

The StarInverter is continuously monitoring:

1. The AC grid connection to ensure the AC voltage and frequency levels are within safe operating limits (per UL and NEC specifications).
2. The DC PV panel input(s) to ensure safe operating conditions (per UL and NEC specifications).
3. The StarInverter itself to ensure only safe operating conditions exist within the operating environment.

If all 3 conditions are met, the inverter will illuminate the "OK" (Green) LED.

If any one of the operating conditions is not met there is a fault and the StarInverter will illuminate the "STAND BY" (Red) LED.

The "STAND BY" (Red) LED will illuminate when the PV panel voltage is not within safe operating limits. This will occur at sunset, when the inverter will turn off for the night. It may also occur when clouds reduce the amount of sunlight, or when the panels are covered with snow. Anytime the level of sunlight is too low to produce 120 volts for the PVP1800 or 180 volts for the PVP2800-208 (200 volts for the PVP2800-240) of DC input (the low end of the StarInverter's operating range) the inverter will turn off. This ensures only safe and clean (low distortion) power is being generated. When the panels are once again exposed to enough sunlight, the StarInverter's auto-start feature will begin, and after 5 minutes, the "OK " (Green) LED should illuminate.

If the "STAND BY" (Red) LED continues to illuminate when there is sufficient sunlight for operation, verify all wiring connections are solid. See Section 4.0 Troubleshooting. If the StarInverter Command Center is communicating with the inverter, the exact operating conditions can be determined in real-time.

#### **VACUUM FLOURESCENT DISPLAY**

The vacuum fluorescent display will indicate the StarInverter status and real-time power output into the AC Grid. This display will provide the following information:

- AC power produced in real-time
- PV input in real-time
- Total Output as kW-hr
- Greenhouse gases saved in lbs

If a fault has occurred, the display will also provide a fault code that corresponds to a set of defined faults. Please refer to Section 4.0 Troubleshooting.



### **3.3 PVP Command Center**

PV Powered has designed a revolutionary software program, the PVP Command Center. The Command Ce

If you are monitoring your inverter from a remote location (see figure 15):

- 1) Select Client under Remote Mode.
- 2) Select an available Com port (this may be selected automatically for you).
- 3) Under Remote Server (Client Mode) enter the IP Address and Port of the host Server (noted above).
- 4) Click on Apply.

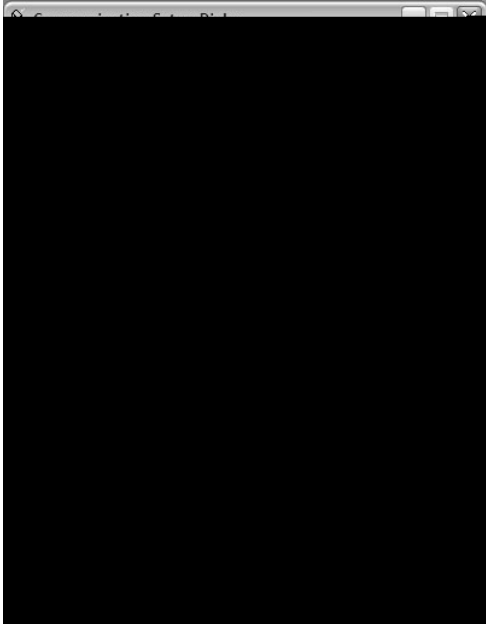


Figure 13: Communication Setup Dialog screen in Local mode.

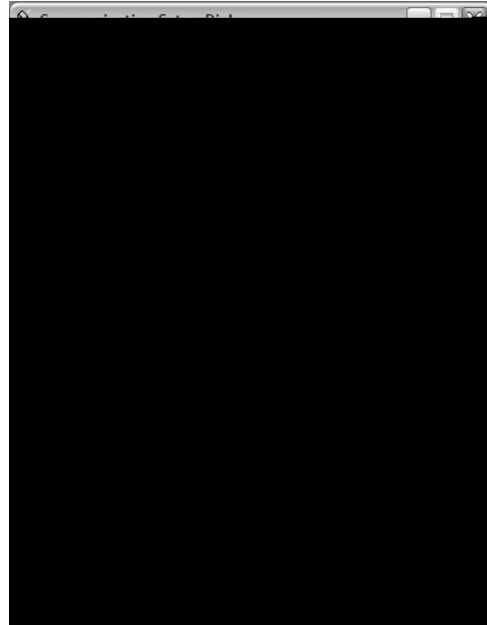


Figure 14: Communication Setup Dialog screen in Server mode.



Figure 15: Communication Setup Dialog screen in Client mode.

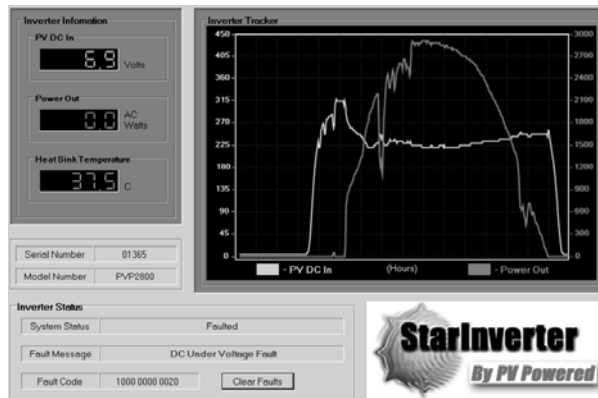


Figure 16: PVP Command Center Main Screen

### 3.3.a Data Logging with the PVP Command Center

Information obtained by the PVP Command Center is easily exported to an Excel spreadsheet where the following data is logged in one-minute increments:

- Date
- Time
- Utility RMS Voltage
- PV RMS Current
- PV DC In Voltage
- Power Out (AC Watts)
- Heat Sink Temperature

To activate the Excel data logging capability (Refer to Figure 17):

- 1) From the Main Screen of the Command Center click on Setup>Toggle Data Logging Off/On to bring up the "Save Inverter Data As . . ." window.
- 2) Name data logging file and save in desired location.
- 3) Open the data-logging file to display the specific inverter information outlined above.



Figure 17: Data Logging

## 4.0 TROUBLESHOOTING

If the StarInverter's "STAND BY" LED remains solid red or blinking red for a prolonged period (more than 24 hours), the AC breaker or AC disconnect should be turned to the OFF position for 1 minute and then returned to the ON position. After reset, if both AC and DC operational specifications are met, the red LED is OFF and the green LED is illuminated. If after AC is reset the red "STAND BY" light remains illuminated or blinking, double-check all connections and voltage levels. If the red "STAND BY" light is still illuminated or blinking, contact your authorized dealer/distributor for product support.

The LEDs will display the following light indicators when a fault has occurred:

<b>RED FLASHING</b>	Inverter has a fault, refer to fault codes below for diagnosis
<b>GREEN SOLID, RED FLASHING</b>	Inverter has faulted, operational DC range is present. AC/grid-related fault
<b>RED SOLID</b>	DC Limit is too low; inverter is in "STAND BY" mode.

In addition to the above fault indicators, the PVP Command Center software will indicate system status. If a fault has occurred, a fault message as well as the corresponding code will be displayed.

The vacuum fluorescent display will provide the following codes when a fault has occurred:

### First Code:

<b>PDPA FAULT</b>	0x8000	power module generated fault
<b>VOLTAGE FAULT</b>	0x1000	Code 3 will contain further information
<b>GROUND FAULT</b>	0x0400	
<b>LOW POWER FAULT</b>	0x0200	array power too low for max power tracking
<b>CPU LOAD FAULT</b>	0x0100	software overload
<b>OVERCURRENT FAULT</b>	0x0040	
<b>PRECHARGE FAULT</b>	0x0020	
<b>HEATSINK TEMP FAULT</b>	0x0004	
<b>AMBIENT TEMP FAULT</b>	0x0001	

**Second Code:** 0x0000 will always remain zero

### Third Code: (Voltage Faults)

<b>AC SENSE</b>	0x0800	AC voltage sensing missing per UL or Ground Fault
<b>AC OVER VOLTAGE FAULT</b>	0x0400	
<b>AC UNDER VOLTAGE FAULT</b>	0x0200	
<b>AC UNDER FREQUENCY FAULT</b>	0x0100	
<b>AC OVER FREQUENCY FAULT</b>	0x0080	
<b>DC UNDER VOLTAGE FAULT</b>	0x0020	array voltage too low
<b>DC OVER VOLTAGE FAULT</b>	0x0010	
<b>P15 FAULT</b>	0x0002	+15V supply out of specifications
<b>PS FAULT</b>	0x0001	+5V supply out of specifications

As indicated above, there are three 16-bit codes assigned to describe faults, one of which will always remain zero. More than one fault can be represented at a time. This will be indicated by a fault with a code equal to the sum of the individual faults.

For example:

EX 1: Fault Code 1000 0000 0480

The first code indicates this is a voltage fault of some kind.  
The 4 in code three indicate an AC over voltage.  
The 8 in code three indicate the AC frequency was out of bounds.

EX 2: Fault Code 8004 0000 0000

The 8 in the first code indicate a power module fault.  
The 4 in the first code indicate a heatsink over temperature fault.

**WARNING:** These servicing instructions are for use by qualified personnel only. To reduce the risk of electric shock, do not perform any servicing other than that specified in the operating instructions unless you are qualified.

## 5.0 SPECIFICATIONS

Specifications	PVP1800	PVP2800
Maximum System Voltage	360VDC	450VDC
Operating DC Voltage Range	120-360VDC	208: 180VDC-390VDC 240: 200VDC-390VDC
Maximum DC Operating Current	15A	15A
Maximum Array Short Circuit Current (DC)	15A	15A
Operating AC Voltage Range	106V-132V	208: 183V-229V 240: 211V-264V
Operating Frequency Range	59.3Hz-60.5Hz	59.3Hz-60.5Hz
Nominal AC Output Voltage	120V	208V or 240V
Normal Output Frequency	60Hz	60Hz
Maximum Continuous Output AC Current	15A	14A
Maximum Output Fault Current (AC)	15A	15A
Output Overcurrent Protection	20A	20A
Peak Output Power	1800W	2800W
Peak Efficiency at @ 40°C Ambient Temperature	95%	97.6%
Enclosure	Aluminum-NEMA 3R to UL 50 Standards	Aluminum-NEMA 3R to UL 50 Standards
Dimensions (WxDxH)	13.1" x 6.5" x 19.75"	15" x 7.5" x 21.75"
Weight	46lbs	74lbs
Cooling	Natural Convection	Natural Convection
Relative Humidity	0% to 100% Condensing	0% to 100% Condensing
Ambient Temperature Range	-25°C to +40°C	-25°C to +40°C
Environmental Rating	Conformal Coating per UL Standards	Conformal Coating per UL Standards
Listings	UL 1741, IEEE 519, IEEE 929, NEC 690	UL 1741, IEEE 519, IEEE 929, NEC 690

## 6.0 LIMITED WARRANTY

PV Powered, LLC provides a limited warranty that covers defects of your StarInverter caused by material or manufacturing faults. The warranty period is for 10 years and begins on the date of purchase by the original end user.

This limited warranty is made only to the original purchaser of the StarInverter, and is not transferable to any subsequent owner.

PV Powered will, at its option, repair or replace the defective component(s) free of charge, provided that you notify PV Powered of the defect during the warranty period and have a dated proof of purchase. PV Powered reserves the right to inspect the faulty component(s) and determine if the defect is due to material or manufacturing flaws. PV Powered also reserves the right to charge for service time expended if the defect is not due to material or manufacturing flaws or is not for some other reason subject to this limited warranty.

PV Powered does not warrant its products from any and all defects or damage caused by:

- Normal wear and tear
- Shipping or transportation damages
- Improper installation
- Exposure to unsuitable environmental conditions, including but not limited to damage due to lightning strikes
- Unauthorized or abnormal use or operation
- Negligence or accidents
- Material or workmanship not provided by PV Powered or its authorized service centers

This warranty also does not cover costs related to the removal, installation, or troubleshooting of your electrical systems.

PV Powered will, at its option, use new and/or reconditioned parts in performing warranty repair and in building replacement products. PV Powered reserves the right to use parts or products of original or improved design in the repair or replacement. If PV Powered repairs or replaces a product, its warranty continues for the remaining portion of the original warranty period or 90 days from the date of the return shipment to the customer, whichever period expires later. All replaced products and all parts removed from repaired products become the property of PV Powered.

PV Powered covers both parts and labor necessary to repair the product, and return shipment to the customer via a PV Powered selected non-expedited surface freight carrier within the United States and Canada.

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If your product requires troubleshooting or warranty service, contact your installer or dealer. If you are unable to contact your dealer, or the dealer is unable to provide service, contact PV Powered directly at: [support@pvpowered.com](mailto:support@pvpowered.com)

## Return Procedure

Before returning the product directly to PV Powered, you must first obtain a **Return Authorization Number** from PV Powered. The product must also be shipped prepaid. When you contact a PV Powered representative, please have the following information ready:

1. The serial number of the product
2. The reason for the return
3. A copy of your dated proof of purchase

When you return the product to PV Powered, PV Powered advises that the original packaging or equivalent be used and that the product is shipped fully insured. PV Powered is not responsible for damage to the product due to improper packaging.



On the packaging please include the following:

1. The **Return Authorization Number** supplied by PV Powered clearly marked on the outside of the box.
2. A return address where the product can be shipped.
3. A telephone number where you can be reached during business hours.
4. A brief description of the problem.

Ship the product *prepaid* to the address provided by your PV Powered representative.

### **Information About Your System**

Note the following information for your records and retain your dated proof of purchase:

Serial Number

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Purchased From

---

Date of Purchase

---

**Notes:**



# ***PV Powered***

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