

Repairs Roadmap for K-12 Solar Schools Grantees

*Note 1: It is the school's responsibility to pay for all operations and maintenance costs involving the ICECF-funded 1kW PV system. In your signed grant agreement you agreed to put away at least \$150 annually to go towards an 'Operations and Maintenance' fund.

*Note 2: Do not attempt to fix malfunctioning systems if you are not comfortable or knowledgeable of the solution. If you are uncomfortable entering electrical rooms, do not feel obligated to enter one. Please involve your onsite maintenance professional and/or installer in troubleshooting.

1. Is your system or part that needs repairing still under warranty?
 - a. You can check this based off your bills for the purchase of the system or by contacting the manufacturer/installer.
 - i. If the item is still under warranty, call your manufacturer/installer and they will handle all repairs. If not, move down to next steps.
2. Locate your users manual for the part that needs repairs. Use this to help you assess what is wrong if possible.
 - a. If you do not have this on hand, you can sometimes find it online. Look up the part number and manufacturer.
 - b. Do not tinker with electrical equipment if you are not familiar with it. Have a professional on hand to follow the guidance of the users manual.
 - c. If it is a simple fix (i.e. making sure your Envoy is plugged in or restarting the inverter) follow the users manual and have your IT or maintenance professional handle the repair.
 - d. If the issue remains, please move to next steps.
3. If you are able to, please assess if the issue is a Software or Hardware issue.
 - a. If it is software (i.e malfunctioning monitoring system or lost data connection)
 - i. Call the installer of the system. Repairs may cost significant funds if this part is out of warranty.
 - ii. Contact Glen Kizer (glen@learnenergy.org) (614-336-0776) for additional assistance.
 - iii. Involve onsite IT professionals in solutions.
 - b. If it is hardware issue (i.e. faulty wiring, panel damage, malfunctioning inverter)
 - i. Call the manufacturer of the part. Replacing or repairing the part may cost significant funds if the part is out of warranty.
 - ii. Contact Glen Kizer (glen@learnenergy.org) (614-336-0776) for additional assistance.
 - iii. Involve onsite maintenance professionals in solutions.
4. If you are unable to assess the issues with the staff at your disposal, please contact Glen Kizer at 614-336-0776 or glen@learnenergy.org

5. Undertaking Repairs: If your installer/manufacture is no longer available or cannot help you with your repair and you are looking for a Certified PV Professional, please use the below link to locate one:
 - a. [NABCEP](#)
 - b. You can also contact your local IBEW to see if they would be willing to provide any assistance in your repairs.
 - c. Contact Glen Kizer (glen@learnenergy.org) (614-336-0776) for guidance throughout this process. He may also know a professional available to help in your area.

6. Specific Issues:
 - i. For issues with an Enphase Inverter. Take pictures of the Envoy and send it to Glen Kizer with a note. Include your IT/maintenance person on the email.
 - ii. For issues with a Solectria Inverter. Contact Glen Kizer for a phone number for Solectria and the extension for customer service.
 - iii. For Issues with an AE Monitoring system. Contact Glen Kizer for steps to switch monitoring systems.

7. If you are having a hard time reaching Glen Kizer, reach out to Gabriela Martin at gmartin@IllinoisCleanEnergy.org.

8. If you are a teacher, IT, or maintenance person who would like to educate themselves on how to use/maintain a Solar PV system, please reach out to the following contacts. We can give you access to educational workshops and classes that will give you the tools you need to teach solar energy in your classroom and keep a PV system running.
 - a. Glen Kizer: glen@learnenergy.org
 - b. Gabriela Martin: gmartin@IllinoisCleanEnergy.org
 - c. IBEW: webmaster@ibew.org