



CUSTOMER SERVICES MANUAL

Power Conditioning System

Delta Electronics

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SYSTEM PREFACE

The Delta Power Conditioning System (“Product”) contains, but not limited, the following Product lines:

SKID PCS, Container PCS, Stand Alone PCS, Outdoors PCS (see section: “PCS diagram”)

The Product provides various power range from 100KW to 1MW, 1MW to 4MW bi-directional power conversion capabilities including charging/discharging toward storage batteries/devices.

GENERAL INFORMATION

Delta Electronics PCS BU (Power Conditioning System) warrants to the customer that the Product will be free from defects in material, workmanship, and functions for the duration of 3 years from the date of production, 5 years limited warranty for Product core power module (switching mode rectifier). This is the plant limited warranty (“Warranty”) manual provided to Delta regional offices as the base for its warranty base. Generally, it is necessary to maintain the operational environment temperature to 30 +/- 5 degree Celsius. Delta PCS BU & global service center provides also one time ,free of charge, the comprehensive Product & maintenance training in the first year of customer PCS installation.

SERVICES OVERVIEW

Delta PCS BU CS(customer service) provide necessary knowledge, document and resources (from Plant, RD)for Delta RCS (regional customer service)to set up the works in right. BU CS shall maintain an issue log or ticketing system with RCS during and after the Product installation & commissioning. Resolution to those service log will be realized in a reasonable TAT (turn around time) Delta RCS shall announce it’s service level to the customers including regional terms and conditions.

Basically, Warranty from plant includes free repair and materials for those RMA(return merchant authorization) units and one way shipping freight cost.



Limited Warranty Statement

The Warranty of Delta PCS covers: 1. Free one time Product training including maintenance. 2. Software that applies to execute programming instructions. 3. Delta receives and notice of a defect, Delta shall either repair or replace the Product and Product parts at Delta's option. 4. If Delta is unable to repair or replace the defective Product, Delta shall, within a reasonable time after being notified, refund the purchase cost of the Product. 5. Any replacement Product parts may be either new or line-new to ensure that it has functionality equal to Product parts being replace. 6. Two way delivery cost for all of the repair and replacement Product parts. 7. To the extent allowed by local law, the remedies provided in this Customer Services Manual are the customer's sole and exclusive remedies.

The Warranty of Delta PCS does not cover: 1. The field replacement of consumables on the Product such as air intake filter, fire extinguisher, serge protection devices...etc. 2. Repair, modify, alter or disassemble not perform by Delta. 3. Combination to other equipment/software not from Delta or acceptance test by Delta. 4. The usage beyond the Product's general or intended use. 5. Out of specification usage. 6. Delta's compliance with the customer's specifications, requirements or instructions. 7. Abuse of Product not by Delta 8. Force majeure. 8. Any factors not attributable to Delta.

Customer Service Points of Contact

PCS BU service contact : hans.zhang@deltaww.com

Service portal : under construction

Delta regional service contact:



MANUAL ORGANIZATION

This customer services manual outlines the service policy offer by Delta PCS BU. There are several document which compile the necessary service coverage:

Delta PCS BU CS Flow, PCS CS Issue Register Form, PCS CS Service Spare Parts List

PCS Diagram

