



## TECHNICAL ASSISTANCE REQUEST AUSTRALIA

Filling in of the following fields is **mandatory** to process the technical assistance request.

REASON OF THE REQUEST	KIND OF DEVICE
<input type="checkbox"/> PREVENTIVE MAINTENANCE	
<input type="checkbox"/> CORRECTIVE MAINTENANCE (total or partial downtime)	
<input type="checkbox"/> COLD COMMISSIONING	
<input type="checkbox"/> HOT COMMISSIONING	
<input type="checkbox"/> OTHER (specify)	

TYPE OF REQUEST	
<input type="checkbox"/> REMOTE ASSISTANCE SERVICE (HELP DESK)	<input type="checkbox"/> ON-SITE INTERVENTION

COMPANY THAT REQUIRES THE TECHNICAL ASSISTANCE (CUSTOMER)					
Reseller **					
Company					
Name and Surname					
Address				N° *	
City		Post code		Province / State	
Telephone		Mobile			
E-MAIL					
VAT No / Tax Number / Registration Number					
No. of Service Contract (if any)					

DATA OF SITE OR FACILITY WHERE THE PRODUCT IS INSTALLED					
Company					
Name and Surname					
Address				N°	
City		Post code		Province / State	
Telephone		Mobile			
E-MAIL					
Commissioning Date					

**(\*\*)** This information should be filled in only if the product was not purchased directly from Ingeteam S.r.l. (in which case you must attach to the form the paid invoice/purchase receipt issued by the retailer to verify the validity of warranty terms).

# Ingeteam

PERSON APPOINTED BY THE CUSTOMER FOR THE SAFETY AND THE PROTECTION OF THE HEALTH (HSE RESPONSIBLE)			
Name and Surname			
Telephone		Mobile	
E-mail			

The following fields must be filled in case it is necessary to send materials and/or spare parts to the installation site on the basis of instructions received from Ingeteam personnel.

ADDRESS FOR SENDING ANY MATERIALS THAT MAY BE NECESSARY			
Company			
Address		N°	
City		Post code	Province / State
Telephone		Mobile	

MATERIALS TO BE SENT			
CODE	QTY	DESCRIPTION	NOTES

**Indicate the type of Rate requested for the technical intervention:**

<input type="checkbox"/> <b>HOURLY RATE</b> <sup>(1)</sup>		
<input type="checkbox"/> <b>FLAT RATE (Solar Farm Support in testing)</b> <sup>(1)</sup>		
<input type="checkbox"/> <b>INTERVENTION INCLUDED IN THE CONTRACT No</b> <sup>(2)</sup>	<b>O.C.</b>	

**(1)** A rate must be marked confirming awareness of what may be applied in the invoice for the activities carried out in accordance with the technical assistance rates in force at the time of the request.

**(2)** Indicate the Order Confirmation or Contract number (C.O.) if the required service is already included and/or paid in previous or in force Agreements with INGETEAM. Any extra working days/hours and related expenses due to causes not imputable to Ingeteam shall be charged to the Customer and invoiced in accordance with the technical assistance rates in force at time of the request.

**Indicate the number of technicians required:**

<b>NUMBER OF TECHNICIANS REQUIRED</b> <sup>(3)</sup>	
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**(3)** Ingeteam personnel will supply indications of the number of technicians needed on the basis of the size and type of Photovoltaic system, the type of activity requested and the availability or otherwise of skilled operators nominated by the Customer.

Should there be no skilled operator nominated by the Customer, at least two (2) Ingeteam technicians will be necessary.

The Customers is fully responsible for the predisposition of the sites in accordance with local safety regulation along with the necessary measures to ensure safety and to protect the health of the staff employed. In particularly when a work or movement exposes any worker to a fall of 3 metres or more a fall arrest system must be installed on behalf of the Customer. Ingeteam personnel will only work in full compliance with these regulations.

The Customer confirms that he has received and understood the methods of carrying out the service.

The Customer also states that he will take the necessary actions to permit both access and work within the installation site of the plant in compliance with the safety regulations in force. If these safety regulations should not be fulfilled the Ingeteam technicians will not carry out the intervention and the days/hours and related expenses will be charged to the Customer.

All payments shall be honoured by me according to the terms and conditions agreed with Ingeteam S.r.l.

Date .....(day) /.....(month) /.....(year)

CUSTOMER's stamp and legible signature for acceptance

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## INGETEAM TECHNICAL ASSISTANCE RATES

HOURLY RATE	
GENERAL CONDITIONS – CARRYING OUT OF SERVICES	RATES
Labour Rate per hour standard 38hr week	275.00 AUD
For all hours of travel and/or idle waiting	275.00 AUD
Overtime rate first 1,5 hours per day (applies to Saturdays as well)	412.50 AUD
Overtime rate each hour after 1,5 hours per day (applies to Saturdays as well)	550.00 AUD
Overtime on night work, Sundays and Public holidays	825.00 AUD
Transfer for each day away from headquarters on the Customer's behalf including overnight stay	250.00 AUD
Transfer for each day away from headquarters on the Customer's behalf not including overnight stay	85.00 AUD
Living expenses (lunch, dinner, lodging, etc.)	Expenses sheet +10% or flat rate
Further expenses (Airfares/other fares, car hire, materials etc.)	Expenses sheet +10% or flat rate
FLATE RATE (Only for Solar Farm Support in testing) *	
Labour Rate per day during standard working hours (38hr per week)	1,900.00 AUD
Living expenses (lunch, dinner, lodging, etc.)	Expenses sheet +10% or flat rate
Further expenses (Airfares/other fares, car hire, materials etc.)	Expenses sheet +10% or flat rate

\* Ingeteam personnel will not perform any test.

The Prices indicated above are valid for the 2018 and will be updated annually according to the local CPI for Industrial Products Index and Consumer Price Index or CPIs related to the service / product offered.

The Price is net does not include VAT, charges, or expenses of any kind, without the possibility of deductions. Net prices. VAT excluded.

The transfer costs will be always referred to the nearest INGETEAM Service Centre with respect to the installation site, unless there is a need to intervene with staff from INGETEAM main office for reasons of technical expertise or/and with another INGETEAM Service Centre because of unavailability at the nearest centre of the installation site.

The standard working hours are established at 38 hours per week, comprising 7.6 hours per day from Monday to Friday with the legal breaks. Our personnel will adapt to the daily working time of our customer, provided that such hours do not exceed the mentioned 38 hours per week. Our personnel are permitted to work up to a maximum of 50 hours per week. Time exceeding 7.6 hours per day is considered overtime. The daily rate is per person per day (during standard working hours).

Italy, January 2018

**LIST OF COMPONENTS ON WHICH IS REQUESTED THE TECHNICAL ASSISTANCE**

TYPE/MODEL	SERIAL NUMBER	BRIEF DESCRIPTION OF REQUEST FOR INTERVENTION

To be filled one for each inverter

Incident date:

Inverter serial number:

Inverter uptime: Less than 1 day  >1 day and < 1 week  >1 week and < 1 month  >1 month and <1 year  >1 year

## VERIFICATIONS BEFORE INVERTER DISCONNECTION

### THREE-PHASE SOLAR INVERTER

Frequency of error:  Constant  Sporadic

Frequency:

Working display:  YES  NO

#### LED INDICATORS:

COLOUR	OFF	FLASHING			ON
		0.5s	1s	3s	
GREEN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORANGE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### DISPLAY:

ERROR COM message:  YES  NO

#### Alarm codes (Monitoring):

Alarm	<input type="text"/>
Code 1	<input type="text"/>
Code 2	<input type="text"/>

Comments: