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Subject: Information about the subscription of the Solarbrain

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The operation of the Solarbrain during the first year is offered by DEGERHELLAS free of charge with all subscription services of remote monitoring, and IoT (Internet of Things). At the end of the first year you have the ability of an extend one year through renewal.

The services provided are as follows:

- **Active Tracking with backtracking algorithm from the unique hybrid system with this Ability**
Simply put, the device brings the tracker to the optimal position in order to achieve maximum performance by avoiding internal shading between the trackers when the sun is low.
- **Processing and continuous monitoring of data by specialized personnel:**
 - daily monitoring (working days & hours) of the status of the subscribed PV plants by DEGERHELLAS' specialized personnel which speeds up the debugging procedures.
 - you can contact us whenever you want and from wherever you want and with the help of our technicians it will be possible to evaluate the operation of the system as well as to repair it or give guidance for the necessary actions
 - remote error clearance of possible faults of system operation by our technicians in the event of a malfunction that does not require a technician present at the PV plant
 - information about the occurrence of a malfunction (this service is intended to help Solarbrain users which implies that system monitoring must be carried out by your company's technicians and engineers)

Degerhellas with the Solarbrain subscription does not offer O&M contracts

- **Remote monitoring**
 - real-time data visualization (data refresh/every 2 minutes) of trackers' angle of inclination and wind speed
 - display of active EKS1 control units at the station and CAN BUS communication integrity
- **Remote control**
 - GRASS CUTTING command (for leveling the trackers either as a precaution in extreme weather conditions or for carrying out tasks such as grass cutting etc.)



- WATER CLEANING command (to turn the trackers to their maximum eastern position, either to remove snow that may accumulate on the panels, or to carry out cleaning work, etc.)
- SYSTEM RESET command (to restart the EKS1 control units in the event that due to some malfunction of the trackers or peripheral equipment and the network, the tracking is not performed correctly)
- **Data recording and storage:**
 - recording and storing all daily data for the station in our database, with the possibility of retrieving it at the customer's request (especially important for dealing with insurance issues and autopsies).

The provision of the above services is a priority of DEGERHELLAS, however, in order to ensure them, it is necessary to provide the data required for the proper operation of both the device and the system. Therefore, the existence of a connection to the internet, the power of the device, and the existence of communication with the 1st in line EK-S1 are necessary.

The use of Solarbrain is intended to facilitate the end user (owner and maintainer) in monitoring and smooth operation of the system. The present therefore is independent of the guarantee of the tracking system and it does not affect it in any way either positively or negatively.

We are at your disposal for any clarification as we await your actions on renewing your subscription and offering our services.

In no case does the renewal of Solarbrain's subscription services imply an O&M contract or 24/7 monitoring obligation of the PV plant

In no case the presence or absence of a solarbrain device affect the warranty of the tracking system either negatively or positively