

Service Options

Service Options for Single Phase Inverters

Factory Startup

All three-phase inverter systems are required to have a factory start-up service by a qualified technician. LSN, Synchron and DL3R single-phase inverters are available with an optional factory start-up service, which increases the warranty of the unit to two years. A factory-trained technician will perform all steps necessary to ensure proper operation of the central lighting inverter following installation by a qualified electrical contractor. These start-ups are non-cancellable / non-returnable and must be performed within 6 months of battery shipment to maintain the 2 year warranty. Order a quantity of 1 per system. Any inverter start-up service not performed by a Dual-Lite authorized technician will be at the customer's own risk.

Preventive Maintenance Program

When purchased with a Factory Startup, all single-phase inverter systems (except LiteGear™ and LightPower™ models) qualify for Dual-Lite's preventive maintenance program. This program provides nine different plan levels, including extended warranty programs (refer to the below explanation of plan levels for more information). Each plan offers a choice of preventive maintenance levels that provide annual visits by a factory trained technician plus call for service's options.

Additional Training Visit

After completing the on-site system start-up, the technician will be available at that time to train owner/user personnel. If the appropriate personnel are not available for on-site training at the completion of the factory start-up procedure, an Additional Training Visit (ATV) option is available at extra cost.

PMP-A1 Additional 1-year warranty and 1-year service coverage, weekdays, M-F, 8AM to 5PM EST.	PMP-A2 Additional 2-year warranty and 2-year service coverage, weekdays, M-F, 8AM to 5PM EST.	PMP-A3 Additional 3-year warranty and 3-year service coverage, weekdays, M-F, 8AM to 5PM EST.
PMP-B1 Additional 1-year warranty and 1-year service coverage, 24 hours/day, 7 day/week (no holidays).	PMP-B2 Additional 2-year warranty and 2-year service coverage, 24 hours/day, 7 day/week (no holidays).	PMP-B3 Additional 3-year warranty and 3-year service coverage, 24 hours/day, 7 day/week (no holidays).
PMP-C1 Additional 1-year warranty and 1-year service coverage, 24 hours/day, 7 day/week (includes holidays).	PMP-C2 Additional 2-year warranty and 2-year service coverage, 24 hours/day, 7 day/week (includes holidays).	PMP-C3 Additional 3-year warranty and 3-year service coverage, 24 hours/day, 7 day/week (includes holidays).

Service Coverage Includes:

- Inspect all battery connections for the presence of corrosion. Clean and retighten all connections to factory specifications
- Check and recalibrate all input and output parameters and settings
- Check cooling fans
- Exercise all circuit breakers
- Verify the operation of all installed options and remote panels
- Run and monitor a system performance check by simulating an input power outage and recording periodic battery readings
- Clean the inside and outside of all system cabinets
- Provide a list of any/all items that could possibly prevent the unit from performing its intended function during a power outage and recommend any preventive maintenance actions