

Solar PV System Installation and Maintenance

Level-III

Learning Guide -24

Unit of Competence	Diagnose, Repair and Maintain PV System
Module Title	Diagnose, Repair and Maintain PV System
LG Code	EIS PIM3 M15 0120 LO6 LG-24
TTLM Code	EIS PIM3 TTLM 0919v1

LO 6: Debrief Customer-24

Instruction Sheet

Learning Guide: - 24

This learning guide is developed to provide you with the necessary information, knowledge, skills and attitude regarding the following content coverage and topics:

- Explaining causes of PV system faults and effects
- Recommending preventive measures.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to: -

- Explain causes of PV system faults and effects
- Recommend preventive measures.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below:
3. Read the information written in the information Sheet 1 (page: 125), Sheet 2 (page: 127)
4. Accomplish the Self-Check 1 (page: 126), Self-Check 2 (page: 128)

LO6. Debrief Customer

Information Sheet 1	Explaining causes of PV system faults and effects
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1 Explaining causes of PV system faults and effects

It is always important to keep the client updated on progress and when the repair is completed.

- Explain what happened in a simple and non-technical way so that the client understands what happened.
- Also, explain to the client how a similar incident can be avoided (if it was caused by the way the system is used).
- Use the opportunity to educate the client on the proper way to use the system (e.g. explain which loads should not be run on solar etc.)

Self-Check - 1	Written Test
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Instruction: Follow the below selected instruction

Answer all the questions listed below

N°	Questions and answers
1	What should be explained to the customer during debriefing? (3)

Note: the satisfactory rating is as followed

Satisfactory	3 points
Unsatisfactory	Below 2 points

Answer Sheet

Score = _____
Rating: _____

Name

Date

Information Sheet 2

Recommending preventive measures.

2 Recommending preventive measures.

Depending on the type of client, there may be certain checks the client can do on a continuous basis on the system. Specifically, if there is a battery monitor installed on site, the client can monitor the battery levels to prevent overuse of the batteries.

Recommend what to improve, how to change / adjust behaviour to prevent errors again:

- Use most energy directly during daytime if possible as the efficiency is better.
- Less energy will be available during cloudy periods.
- Turn off devices that are not in use, lights when you are outside
- Disconnect laptops, cell phone chargers etc. when not in use to avoid standby usage.
- Clean modules when dusty.
- Monitor charge levels.
- Also, it can be explained to the client how to check the modules for damage and report back to the support team.
- If vegetation is a problem, the client should be informed about pruning trees and cutting the grass regularly.
- Clean and check batteries.

Self-Check - 4	Written Test
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Instruction: Follow the below selected instruction

Answer all the questions listed below

N°	Questions and answers
1	Name 4 preventative measures that can be proposed to the customer (4)

Note: the satisfactory rating is as followed

Satisfactory	4 points
Unsatisfactory	Below 3 points

Answer Sheet

Score = _____

Rating: _____

Name

Date