



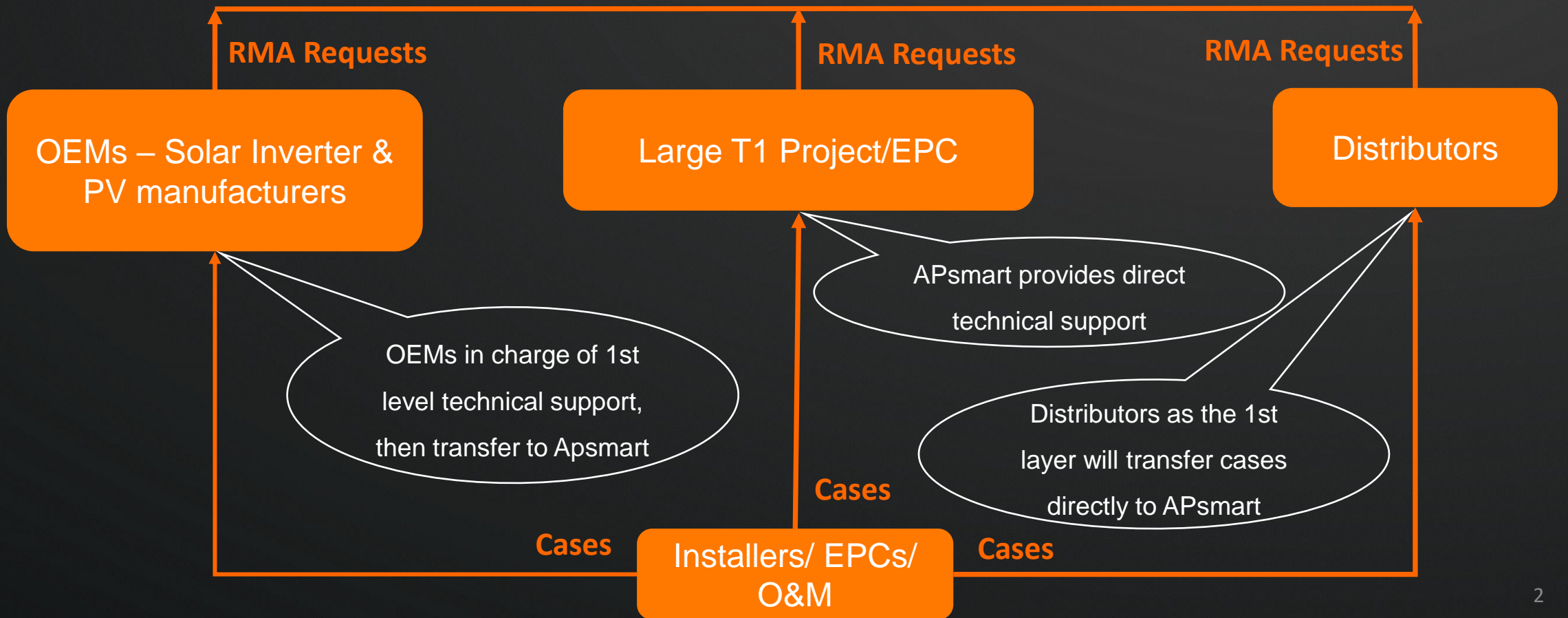
BRIGHT SOLAR
SOLUTIONS

APsmart MLRSD Technical Support & RMA Process

Technical Support Procedure & RMA Protocols



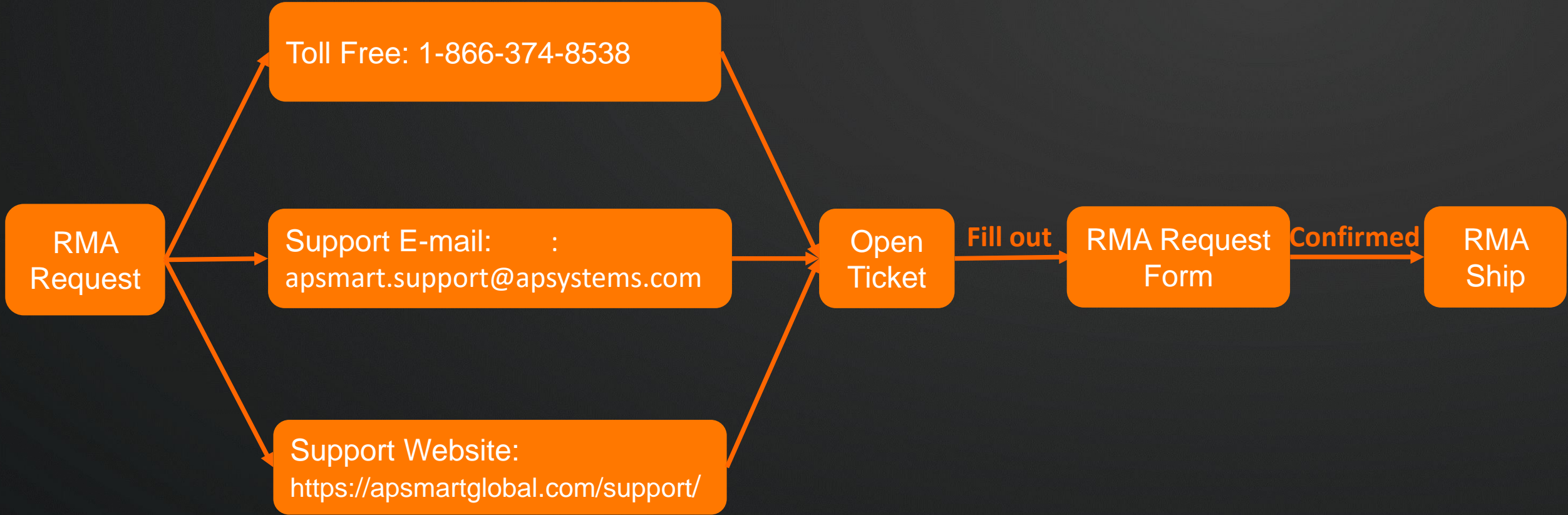
Technical Support Team



Technical Support Process



APsmart RMA Process



Installers Support: Product Quick Installation Guide

RSD-S-PLC

APsmart
RSD-S-PLC Quick Installation Guide

DC input - DC input +
 DC output - DC output +

Mounting brackets

Step 1. Buckle RSD-S-PLC on the PV module frame.

A. Front buckle

B. Back buckle

Note: Both installations can be installed anywhere on the PV module frame.

Step 2. Connect the input port of the RSD-S-PLC to the junction box, and connect the output ports of two adjacent RSD-S-PLCs to the inverter.

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APsmart
 2020/08/24 Rev 1.1 | Quick Installation Guide

Technical Support:
support@apsmartglobal.com
 1-866-374-8538

Transmitter-PLC & Outdoor Kits

Transmitter-PLC Installation

Power Supply
 Transmitter-PLC
 Core 1
 Core 2

Power LED
 Signal LED

Note: Transmitter-PLC terminal installation requirements:
 1. A 3mm slotted screwdriver
 2. The torque requirement standard: 0.2-0.4N.m

Power supply must be on same AC branch circuit as inverter to meet rapid shutdown requirements.
 During operation, the Power LED should be lit and the Signal LED should be blinking. When Transmitter fails to work, the Signal LED will not be blinking. If the Power LED is also not lit, check the power supply first.

Note: Install RSD-S-PLC before powering on Transmitter.

- Mount Transmitter-PLC and power supply on DIN rail
- Connect DC leads from power supply to transmitter-PLC
- Connect dual core (Core 1 and Core 2) to transmitter-PLC

Please rapid shutdown system label no more than 1m (3ft) from Transmitter or AC disconnect if not at same location.

Version 1.4

Transmitter-PLC Wiring

AC Wires for Power Supply

Core 2
 Core 1

Only (+) or (-) Through Core

grounding

Note: 180/550Vac power supply isolation class I requires grounding. 85/264Vac power supply isolation class II does not require grounding.

Note: Install RSD-S-PLC before powering on Transmitter.

- Pass other positive or negative homeruns through Cores
- Connect wires to AC side of Power supply

DC Cable Diameter	Ø1.5mm	Ø2.0mm	Ø3mm	Ø6mm
Max Number of Strings Per Core	≤18	≤18	≤14	≤10

Max Supported PV Modules Per String: 30 modules
 Max Current Per Core: 180A
 Max Cable Length From Inverter (+) to Inverter (-): 1000ft (300m)

Version 1.4

System Wiring Diagram

Only (+) or (-) through core

19225-S-PLC
 Transmitter-PLC Outdoor Kit
 Inverter

Troubleshooting

Check that the system conforms to the design rules:

- Up to 30 modules per string
- String length up to 1000ft (total cable length from + to -)
- Homeruns through Core must be the same polarity (all positive or all negative)
- Power LED should be lit and Signal LED should be blinking during operation
- Verify that Core wiring is correct
- Power cycle Transmitter-PLC if Signal LED is unlit

Version 1.4

Outdoor Box Drilling Guide

Drilling Guide for .75" Conduit

Single Core Dual Core

Drilling Guide for 1" Conduit

Single Core Dual Core

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 Product information is subject to change without notice.

Version 1.4


APsmart
Transmitter-PLC Outdoor Kit
Quick Installation Guide

Rev 1.4 2020/8/24

This installation guide is for customers who have purchased Transmitter-PLC Outdoor Kit. If you have not purchased our outdoor box, the following content is used as a reference.

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O&M Support: Technical Support New Request Online Portal




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APsmart Technical Support

APsmart offers many resources to support our customers. See videos and product documentation on our website. If you have any questions or need immediate support, please fill out the form on the right to contact our support team directly.

Email: support@APsmartGlobal.com
Phone: 1-866-374-8538



Technical Training Videos
Webinars available!

Company Name *

Contact Name *

First Last

Email *

Phone *

Country *

String Inverter Model (if known)


Transmitters Manufacturer (if known)

PV Module Manufacture (if known)

PV System Configuration (#Modules X #Strings X #Inverters)

<https://apsmartglobal.com/support/>

RMA Request Form



RMA Steps:

1. Fill out this form completely
2. Attach collected data of failed devices
3. Email to customer services.
4. Receive UPS tracking # for RMA.

Technical Support: e-mail : apsmart.support@apsystems.com Toll free : 1-866-374-8538 Web : apsmartglobal.com/support

For Services Use Only						Company Name:	
						Distributor Name:	
						Ship To Address:	
RMA Number:		City:		State:		Zip Code:	
Date RMA Issued:				Requested By:			
Processed By:				Email:			
Item Returned:				Phone:			
Date Received:				Office:			

Quantity	Product Code	Article #	Description	Serial Number	Return (Y/N)	Replaced Serial Number	Credit

Product Codes	Comments / Data Attachment
<p style="font-size: x-small;">1. RSD-S-PLC 2. RSD-D 3. Transmitters-PLC 4. Power Supply 5. CT 6. Outdoor Kit 7. RSD EYE+ 8. RSD Start Kit 9. Other</p>	

For Services Use Only	
If items need to be returned, please ship to the address below after receiving an RMA number :	RMA Credit Inventory Issued: Yes / No
	Total Credit Amount:
	Transaction Number:
	Date Issued:
	Issued By:
	Comments:

Web: <https://apsmartglobal.com> Contact number: 7372188495

<https://apsmartglobal.com/library/>

Manufacture Warranty



APsystems Limited Warranty for Rapid Shutdown Devices & Transmitter

Altenergy Power System, Inc. (“APsystems”) provides Rapid Shutdown Devices, including RSD-S-PLC and RSD-D, Transmitter-PLC, Transmitter-PLC Outdoor Kit, and RSD-EYE+. This Limited warranty (“Limited Warranty”) covers defects in workmanship and materials of the Equipment for the specified duration (“Warranty Period”) described below:

- RSD-S-PLC and RSD-D: twenty-five (25) years beginning on the earlier of (“Warranty Start Date”): (i) 4 months from the date the Equipment is shipped from APsystems; and (ii) the installation of the Equipment (“Warranty Start Date”). For PV module-embedded Equipment, the Warranty Period shall not exceed the maximum of (1) the PV module product warranty period and (2) the PV module power warranty period provided by the PV module manufacturer.
- Transmitter-PLC: ten (10) years beginning on the Warranty Start Date. For inverter-embedded Equipment, the Warranty Period shall not exceed the inverter product warranty period provided by the inverter manufacturer.
- Transmitter-PLC Outdoor Kit: three (3) years beginning on the Warranty Start Date, when used with the APsystems Rapid Shutdown Devices.
- RSD-EYE+: one (1) year beginning on the Warranty Start Date, when used with the APsystems Rapid Shutdown Devices.

Warranty download website: <https://apsmartglobal.com/library/>

Thank you!

For more information, visit

APsmartglobal.com

You can also email us at: info@APsmartGlobal.com

or call: [1-7372188486](tel:1-737-218-8486)