Installation, Operation, & Maintenance Manual





RPSLink 1Φ

(9920-00097)

Energy Storage System for Indoor or Outdoor Installations

Revision B: *Released 05-NOV-2026*

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2	Correct Spelling error in paragraph 3	A	02-OCT-26	J.A. Foulis
3	Edited DC-usable kWh	B	05-NOV-26	N.S. LaMendola

1. Notice

As an express condition of Viridi's warranty and to encourage utilization of industry best practices, Viridi requires that the installation, mobilization, and operation of the RPSLinkEX only be completed by, or at the direction of, a qualified professional as defined by the jurisdiction(s) within which the installation, mobilization, and operation occurs. Specific applications can vary, so please direct specific questions to Viridi's attention:

- Telephone: 716-968-8658
- In writing to: sales@viridiparente.com

Viridi expressly disclaims liability for applications made in a manner inconsistent with this guide and/or in non-compliance with local building and electrical codes. This Installation, Operations & Maintenance Manual, incorporates all the terms and conditions of sale. All information provided in this manual is subject to change with or without notice.

Please refer to the warranty documents provided at the point-of-sales for further information.

SAFETY

2. Safety

To make the best and proper use of the RPSLinkEX, all personnel handling or operating the RPSLinkEX are advised to follow these guidelines:

- Only fully trained and qualified personnel should operate or service the machine. Read and understand the Installation, Operations & Maintenance Manual before operating the equipment to make certain that safe practices are followed, including service and maintenance intervals.
- If there is a defect or evidence of damage that might expose an employee to injury, the defective or damaged RPSLinkEX shall be removed from service, and no employee may use it until repairs and tests needed to render the equipment safe have been made.
- Always keep this Installation, Operations & Maintenance Manual in a convenient place for easy access.
- If this Installation, Operations & Maintenance Manual, is lost or damaged, contact Viridi Customer Service, referencing the equipment serial or asset number.
  - **Customer Service: 1-800-984-7434**
  - **Parts Ordering: parts@viridiparente.com**
  - **Service Issues: service@viridiparente.com**
  - **Warranty Claims: warranties@viridiparente.com**
- This Installation, Operations & Maintenance Manual should be considered part of the RPSLinkEX and remain with it.
- Constant efforts are made to improve the quality and performance of our products; it may be that some information in the User Manual differs from your equipment. If any questions arise, please contact Viridi Parente, Inc.
- All the information in this publication is based on the latest product information available at the time of printing. Viridi Parente, Inc. reserves the right to make changes to this Installation, Operations & Maintenance Manual, without notice or obligation.
- No part of this publication may be reproduced or copied without prior written permission from Viridi Parente, Inc.

2.1 Warnings, Cautions, and Important Notes



This “Safety Alert” symbol and others like it are in place to warn the operator of potential hazards. It means attention/become alert – the operator’s safety is involved!

This symbol can signify DANGER and, where used, documents a WARNING or CAUTION which is followed by text highlighting the potential hazard. This manual will detail the potential hazards so that necessary precaution(s) towards ensuring operator and equipment safety.

A WARNING signifies a situation whereby the operator, members of staff, or the public could be put in danger of personal injury by the improper operation of the RPSLinkEX.

A **CAUTION** signifies a situation whereby damage to the RPSLinkEX or associated parts could be caused by improper operation of the RPSLinkEX.

Symbols Used in This Manual

	Warning/Cautions		Wear Gloves
	Shock Hazard		Quality
	General Safety		Tip

General Precautions

	**COMPETENT PERSONNEL**: The RPSLinkEX is intended for use by suitable qualified, trained, and competent personnel who have read and understand this manual and are familiar with the equipment and its intended use. A certain level of user competence is assumed when operating power generating equipment.
	**READ AND UNDERSTAND**: Before personnel operate, service, or perform tasks on the equipment, the manual must be read and understood.
	**VENTILATION**: Do not obstruct the air vents and allow adequate space around the RPSLinkEX for ventilation.
	**ELECTRICAL SAFTEY**: Follow all applicable electrical codes and standards. Ensure proper grounding and bonding of the system components. Use appropriate PPE, including high voltage gloves, safety glasses, protective clothing, and insulated tools when working on electrical connections.
	**PRECAUTIONS**: Follow the precautions listed within this manual before operation and during operation, service, and maintenance activities for the safety of the operator and others and to protect the performance of the equipment.
	**WARNING LABELS**: Keep warning and caution labels from becoming dirty or torn and replace them if they become damaged. Replacements can be obtained by contacting Viridi Parente, Inc.
	**SAFETY**: Safety is an utmost concern. Safety statements are one of the primary ways to call attention to potential hazards associated with generator operations.
	**FIRE SAFTEY**: Install fire suppression systems as required by local codes and regulations. Ensure that fire extinguishers and other firefighting equipment are readily accessible and properly maintained.
	**EMERGENCY PROCEDURES**: Establish and communicate emergency procedures, including shutdown protocols, evacuation routes, and first responder action plans. Ensure all personnel are trained in these procedures.

Warnings

	**CRUSH HAZARD**: The RPSLinkEX is a crush hazard when elevated above ground level, and the area below the RPSLinkEX should be cleared before hoisting the RPSLinkEX above ground level.
	**DANGER OF FALLING**: Do not stand on top of the RPSLinkEX. The surface may be slippery.
	**SHOCK HAZARD**: Authorized access only. Do not remove panels to access internal components of the RPSLinkEX. There are no user-serviceable parts inside the RPSLinkEX. Only qualified, competent personnel are permitted to service internal components. Unauthorized Persons attempting to do so will be at risk of electric shock.
	**SITE ACCESS**: Restrict access to the installation site to authorized personnel only. Implement security measures such as fencing, surveillance, and access control systems to prevent unauthorized entry
	**HIGH VOLTAGE**: The battery energy storage system contains high voltage components. Always de-energize the system before performing any maintenance or repairs. Use lockout/tagout procedures to ensure the system remains de-energized during work.
	**THERMAL RUNAWAY**: Be aware of the risks associated with thermal runaway in lithium-ion batteries. Implement measures to detect and mitigate thermal runaway events, such as temperature monitoring and automatic shutdown systems.

⚠	**CHEMICAL HAZARDS**: Batteries contain hazardous chemicals that can pose health risks if released. In the event of a battery leak or spill, follow appropriate hazardous material handling procedures and use spill containment equipment.
⚠	**MECHANICAL HAZARDS**: Use proper lifting techniques and equipment when handling heavy battery packs. Ensure that battery packs are securely mounted and supported to prevent tipping or falling.

2.2 Battery Precautions

The chemicals and materials in the battery are stored in a sealed container, designed to withstand temperatures and pressures encountered during normal use. As a result, during normal use, there is no physical danger of ignition, explosion, or hazardous material leakage. There is only a risk of exposure if a battery is mechanically, thermally, or electrically abused. There is no user access to the batteries. Do not remove panels. For the RPSLinkEX to operate at an optimal capacity they should be stored in a cool, dry place away from direct sunlight and sources of heat.

2.3 Disposal and Recycling

The RPSLinkEX comprises components that must be disposed of responsibly. Many of the components can be reused or recycled. For advice on the safe and proper disposal of RPSLinkEX, please contact the Viridi sales representative. Viridi Parente, Inc. partners with American Battery Technology Company to disassemble end of life battery cells into critical minerals to be reused.

3. Emergency Response Plan

The RPSLinkEX includes internal fault mechanisms designed to prevent failures and subsequent risk hazards. However, Viridi cannot guarantee safety performance of the RPSLinkEX if the equipment is exposed to abuse, damage, or negligence.
If an installer or user happens to be exposed to the internal materials of the battery cell due to damage on the outer casing, the following actions are recommended:

- **In Case of Inhalation**: Leave the contaminated area immediately and seek medical attention.
- **In Case of Skin Contact**: Wash the contacted area thoroughly with soap and seek medical attention.
- **In Case of Ingestion**: Induce vomiting and seek medical attention.

If a fire breaks out at or near the location of the RPSLinkEX, perform the following counter measures:

- In the event of a fire, appropriate extinguishing media should be used based on the type of incident. For battery-related fires, the system should be allowed to burn itself out while defensive firefighting strategies are employed to protect nearby exposures, if necessary. For non-battery-related fires, such as those occurring near an RPSLinkEX unit, suitable extinguishing agents, including water or an ABC fire extinguisher, should be utilized. Additionally, if a fire occurs adjacent to the RPSLinkEX, water may be applied as a defensive measure to cool the unit, if deemed necessary.

- Follow the proper fire-fighting instructions. If a fire occurs when charging the RPSLinkEX, provided it is safe to do so, disconnect the battery pack circuit breaker to shut off the power charge. If the battery pack is not on fire yet, extinguish the fire before the battery pack catches fire, preferably with water. If the battery pack within the RPSLinkEX is on fire, do not try to extinguish it, and evacuate people from the premises immediately.

- WARNING: Explosion is possible if the battery pack within the RPSLinkEX experiences temperatures above 150°C (302°F). When a battery pack is burning, it will leak poisonous gases. Do not approach it.

- To deal with an accident with the RPSLinkEX on land, refer to the site-specific emergency response plan, if available and move the damaged RPSLinkEX to a segregated location and call your local fire department or service engineer. Service inspection must be completed by Viridi or an authorized service center before the unit can be cleared for operation.

- Note that proper lockout/tagout procedures must be followed in such cases. To deal with an accident with the RPSLinkEX in the water, stay out of the water and do not touch anything if any part of the battery, inverter, or wiring is submerged. Do not use the submerged battery again.

    - Contact your Viridi Service Team for assistance at:
        - **Customer Service Line: 1–866–984-7434**
        - **Email: service @viridiparente.com**

SYSTEM OVERVIEW

4. System Overview

Disclaimer: The images contained within this section and the ensuing sections may not be directly reflective of a complete installation. Custom installation solutions are possible depending on space constraints of the installation location.

4.1 RPSLink 1Φ Overview

The RPSLinkEX is a modular Lithium-Ion Battery Energy Storage System for outdoor installation in residential, commercial and industrial buildings. It is designed to scale in increments of roughly 50kWh to fit the spacing and energy requirements of nearly any application. It consists of two major components:

RPS50 Battery Pack – the 50kWh building block allowing a system to be designed from 50kWh to multiple Megawatt hours

Main Enclosure – containing the full componentry of the system, including the RPS50 battery pack.

Inverter – Option to have the inverter mounted outside of the Main Enclosure as needed for installation spacing and layout

4.1.1 RPSLink Configuration Naming Convention

RPSLinkEX-240V-1Φ - 50kWh - 20kW

- Configuration's maximum continuous charge & discharge power in kilowatts
- Approximate nameplate rating configuration's installed energy capacity in kilowatt-hours
- Configuration's rated AC interconnection voltage and number of phases
- **EX:** BESS equipment is skid mounted within a NEMA rated enclosure for outdoor installations on a concrete pad

4.2 Fail-Safe Anti-Propagation Technology

Viridi's core value proposition lies in the Fail-Safe Anti-Propagation architecture built into rps50 battery packs, each of which contains 48.9kWh of DC-Nameplate energy storage. RPS50 packs are cTÜVus Listed to the UL1973 standard.

Under UL9540A Ed. 5 testing, which involves intentionally heating a cell within the pack to the point of thermal failure, the pack met all five performance criteria of the residential indoor floor-mounted standard (the most severe test procedure). Test demonstrated that Viridi's passive technology halts cell-to-cell thermal propagation with no detectible release of heat, sparks, smoke, or flames.

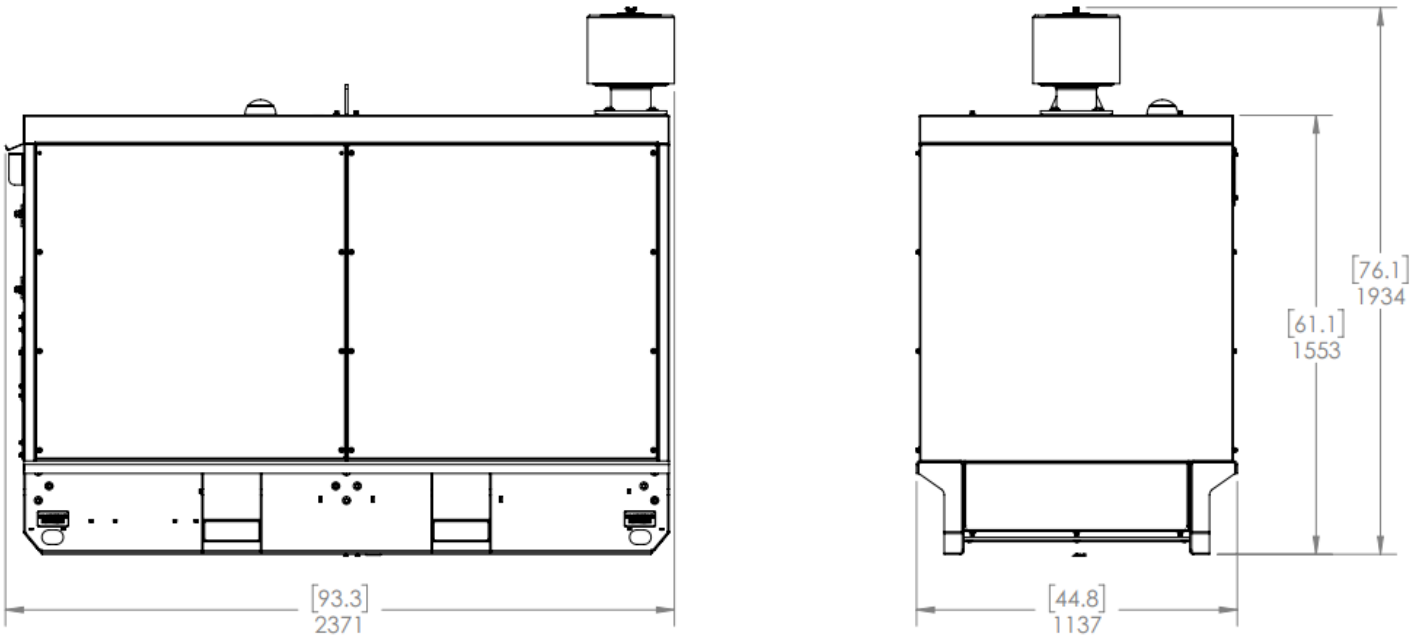
The pack enclosure is built from ¼" steel and IP55 rated for an extremely durable industrial design built to survive harsh environments. This technology makes Viridi's BESS uniquely suitable for safe deployments in and around occupied spaces and critical equipment.



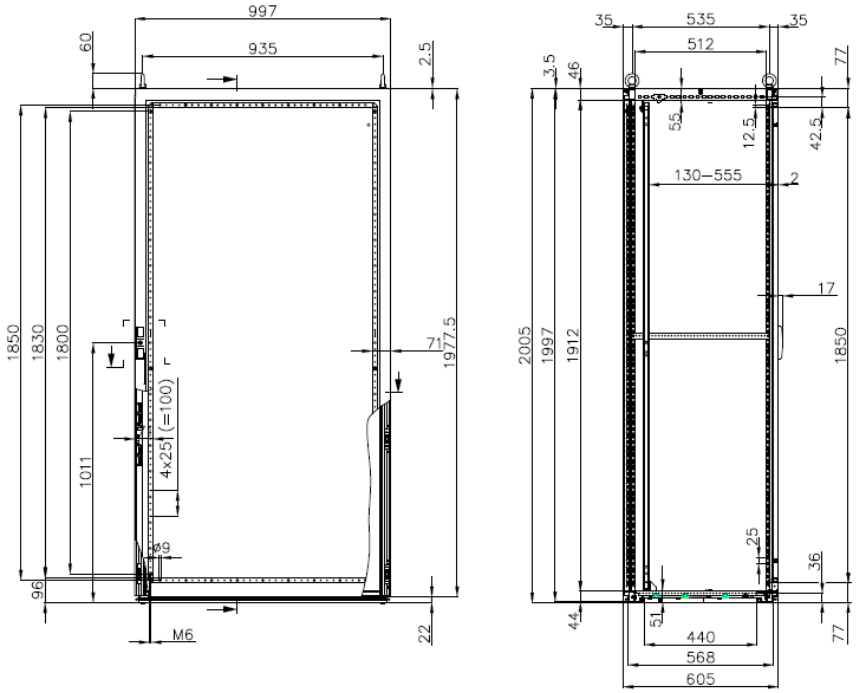
4.3 Physical Parameters

RPSLinkEX is a fully contained outdoor system.

4.3.1 RPSLinkEX 1Φ Dimensions – Skid Mount System (Option 1)



4.3.2 RPSLinkEX 1Φ Dimensions – Cabinet System (Option 2)



4.3.3 IP Ratings

- RPS50 battery pack carries an IP55 rating
- The RPSLinkEX 1Φ enclosure passes a NEMA 3R weatherproof test.

4.4 Performance

Model	240V-1p-100kWh-20kW	240V-1p-50kWh-10kW
System Contains	(1) ISUNA Inverter	(1) ISUNA Inverter
	(2) RPS50 Packs	(1) RPS50 Packs
DC-Nameplate Capacity	97.8 kWh	48.9 kWh
BOL DC-Usable Capacity	83.2 kWh	41.6 kWh
Max Continuous Power, Charge/Discharge (kW)	20kW	10kW
Operating Voltage	240V/208 V	240V/208V
Max Continuous Current, Charging/Discharging (A)	100A	50A
Onboard Inverters	(1) ISUNA U20K-PH-US	(1) ISUNA U20K-PH-US
Isuna U5K-U20 Fault Current Contribution [AC side short circuit current on-grid] (A)	100A	50A
Maximum Overcurrent Protection Device Rating (A)	100A	50A
Recommended Conductor Type & Size Range	**Battery**	
	Cu/Al	Cu/Al
	6 AWG	6 AWG
	Inverter - Load	
	Cu/Al	Cu/Al
	4/0 AWG	4/0 AWG
	Inverter - Grid	
	Cu/Al	Cu/Al
	6 AWG	6AWG
Grounding Requirements	Grounding of the system and related components must comply with the applicable local electrical code of the installation.	
Operating Temp. Range	25℃~+60℃（>40℃, Power reduced operation）	
Battery Pack Primary Lifecycle	4,000 cycles	
Communication / Telematics	Viridi VCOM Device / E-Linter Dongle	

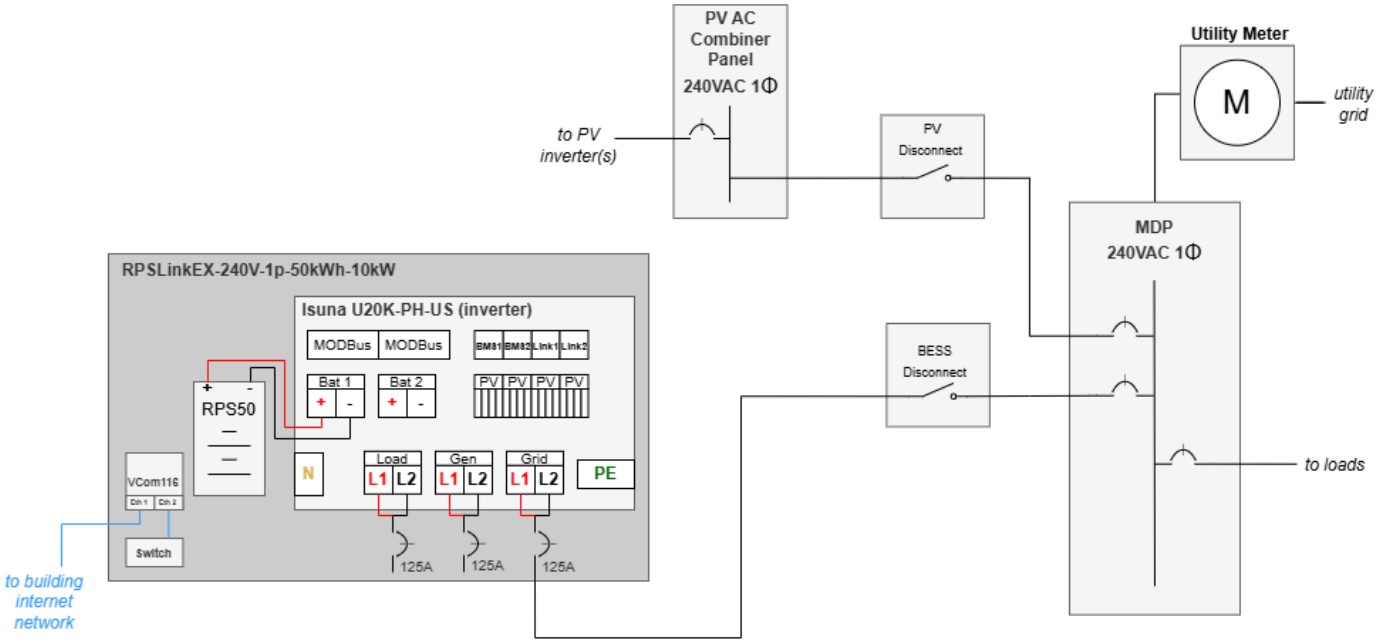
4.4.1 System Single Line Diagrams

Note: Below is the Single Diagram for the 240V-1P-100kWh-20kW version of the RPSLinkEX. If another version is needed, it is available via request to Viridi.

4.4.1.1 Example 1: 50kWh On-Grid BESS

[Behind The Meter] 240VAC 1Φ Solar PV + RPSLinkEX-240V-1p-50kW-10kW

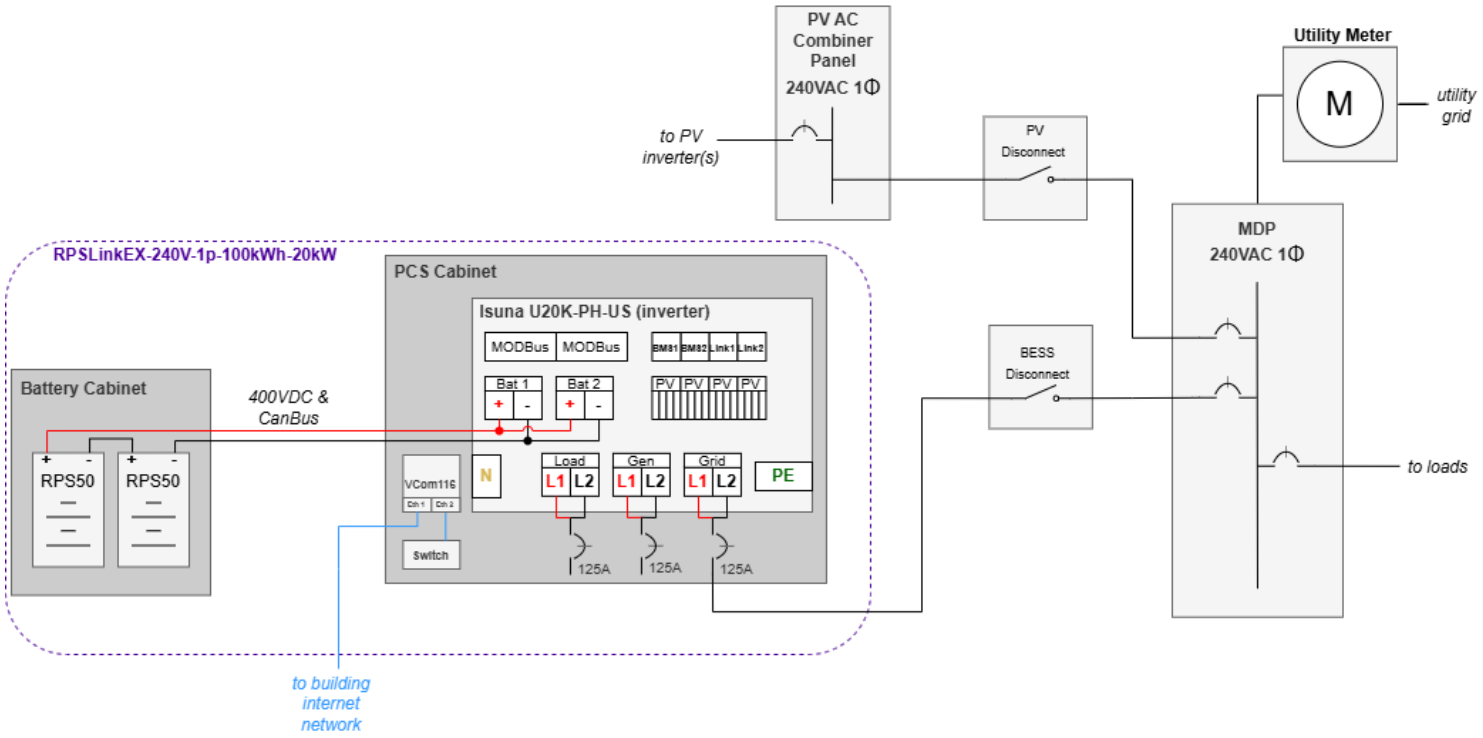
all LinkEX components in a single enclosure (Skid Mount configuration Option 1)



4.4.1.2 Example 2: 100kWh On-Grid BESS

[Behind The Meter] 240VAC 1Φ Solar PV + RPSLinkEX-240V-1p-100kW-20kW

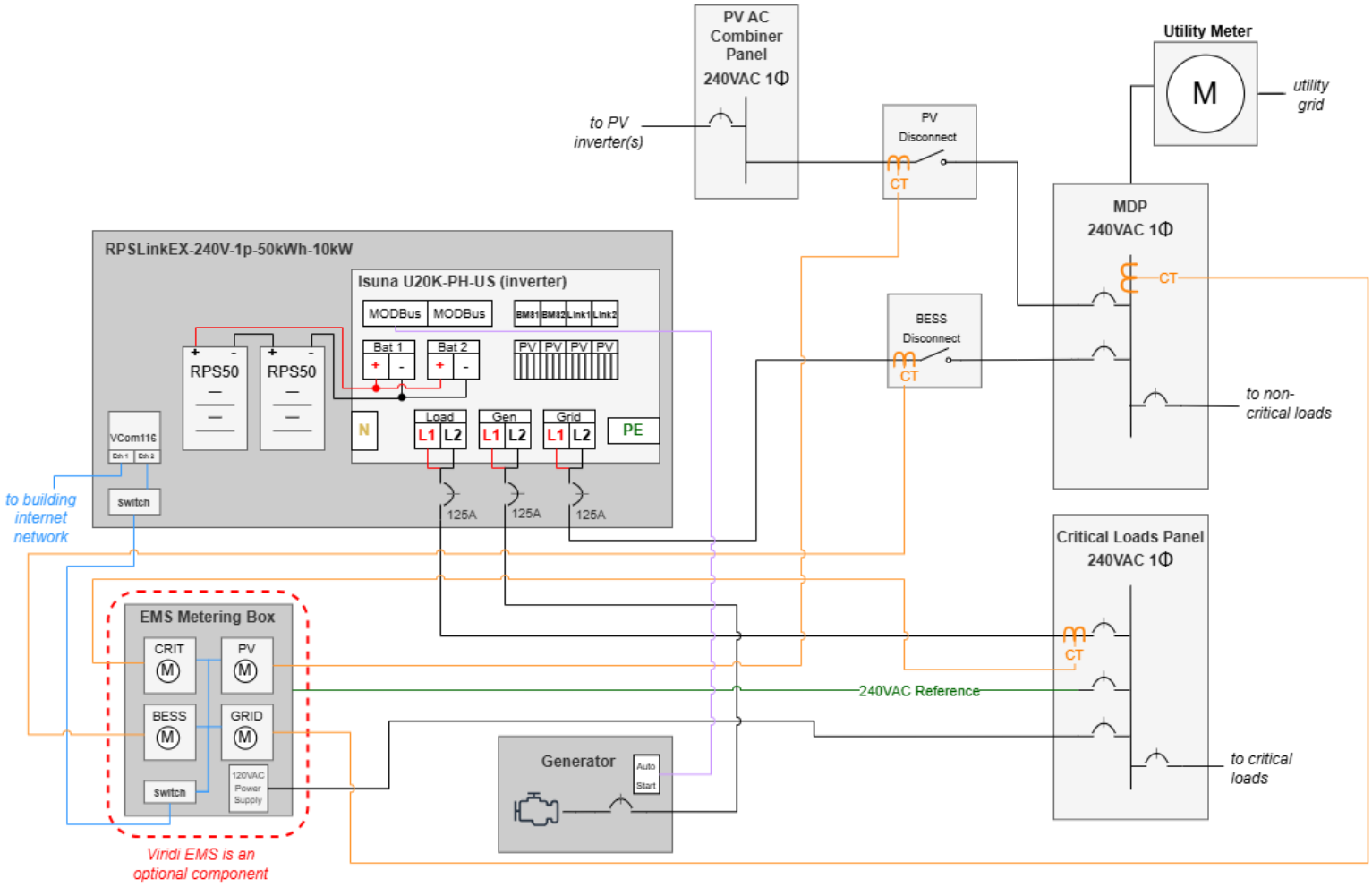
LinkEX battery packs in a separate enclosure from the PCS cabinet (Cabinet Configuration Option 2)



4.4.1.3 Example 3: 100kWh On- & Off-Grid BESS including Backup Generator

[Behind The Meter] 240VAC 1Φ Solar PV + RPSLinkEX-240V-1p-100kW-20kW

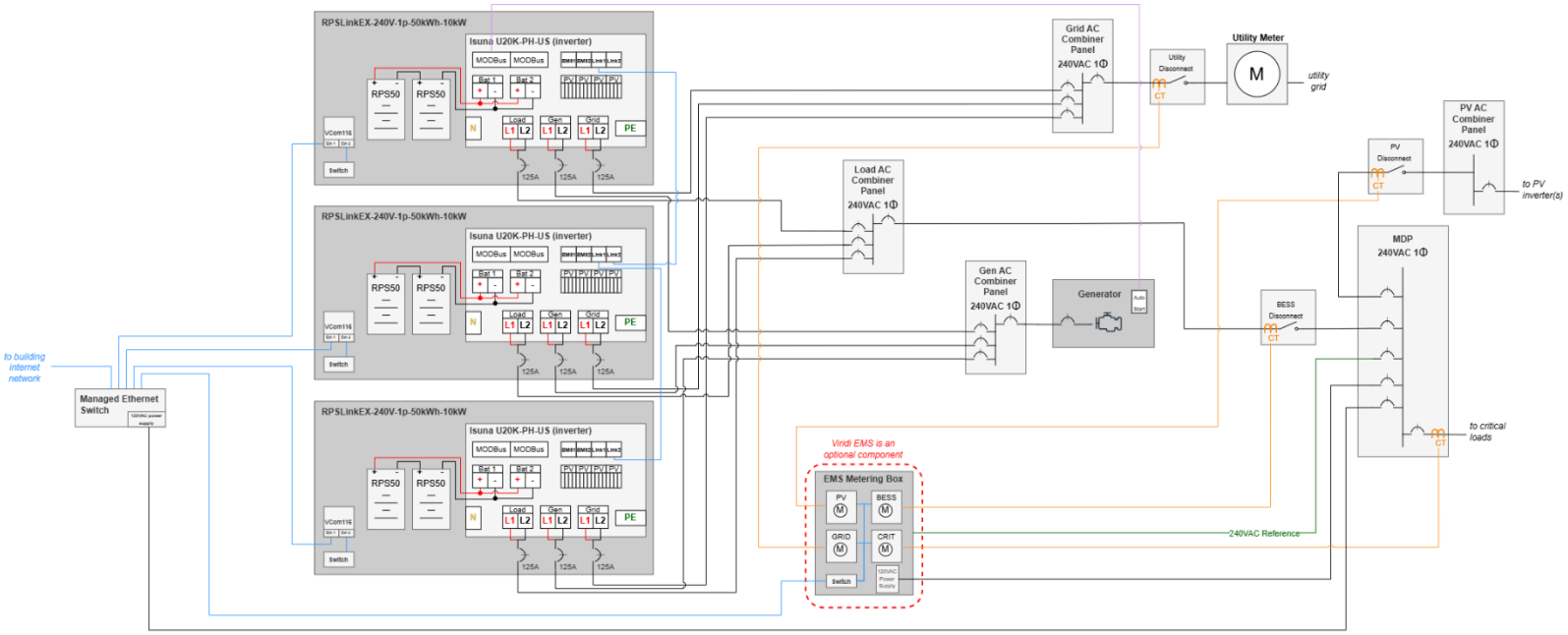
all LinkEX components in a single enclosure (Skid Mount configuration Option 1)



4.4.1.1 Example 4: 300kWh On- & Off-Grid BESS including Backup Generator

[Behind The Meter] 240VAC 1Φ Solar PV + (3) RPSLinkEX-240V-1p-100kW-20kW

all LinkEX components in a single enclosure (Skid Mount configuration Option 1)



4.5 RPSLinkEX Certifications

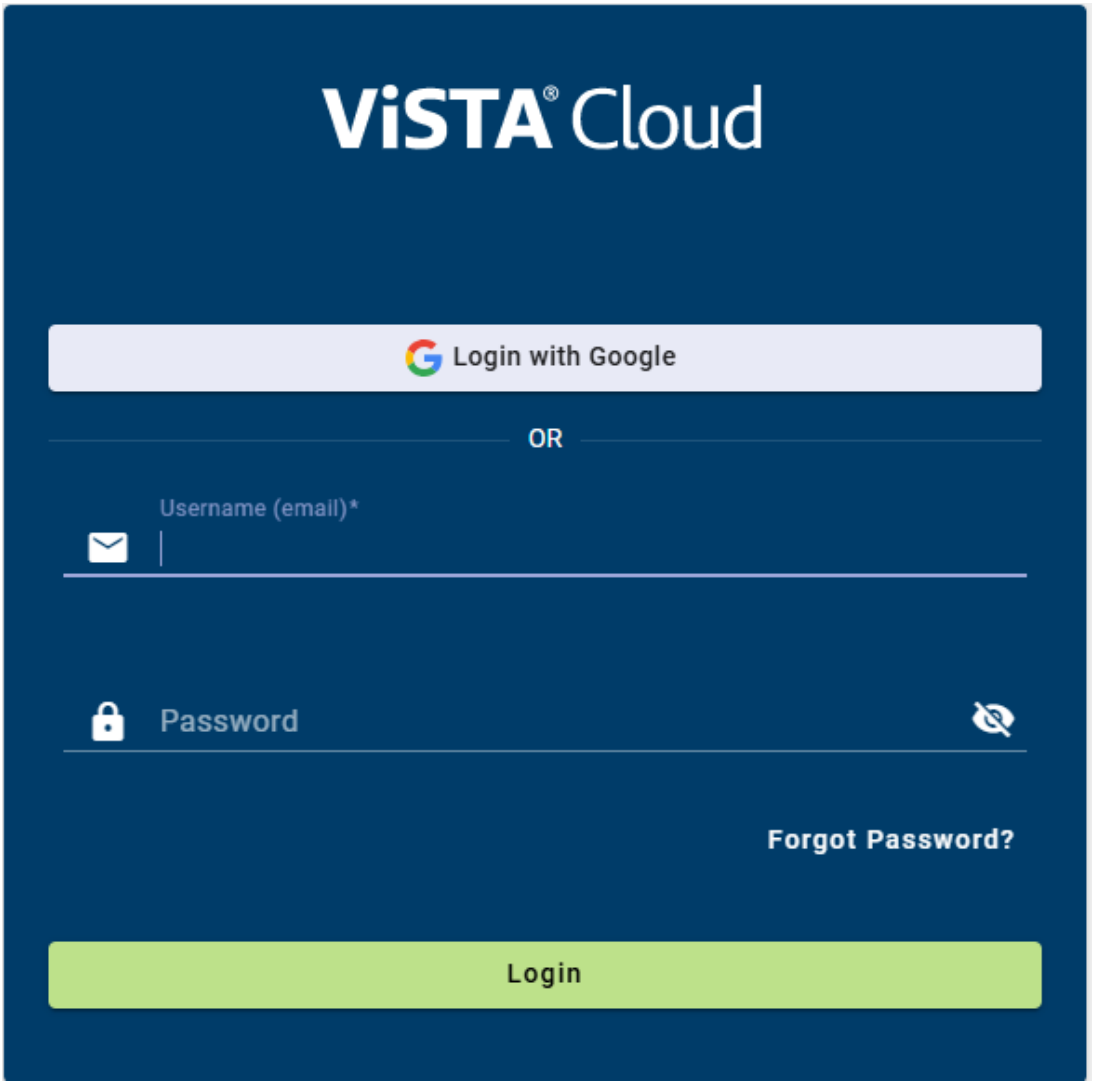
- UN 38.3 (cell, module)
- UL 1642 (cell) UL Recognized Component
- UL 1741 (Sinexcel Isuna U20K-PH-US Inverter) cTÜV SÜDus Listed
- UL 1973 (pack) cTÜVus Listed
- UL 2580 (cell) UL Recognized Component
- UL 9540A (cell/module/pack tested)

5. ViSTA Cloud

RPSLink utilizes a wireless cellular communications module to send location and usage metrics to an administrative dashboard called ViSTA Cloud. The following will provide the basics for utilizing ViSTA.

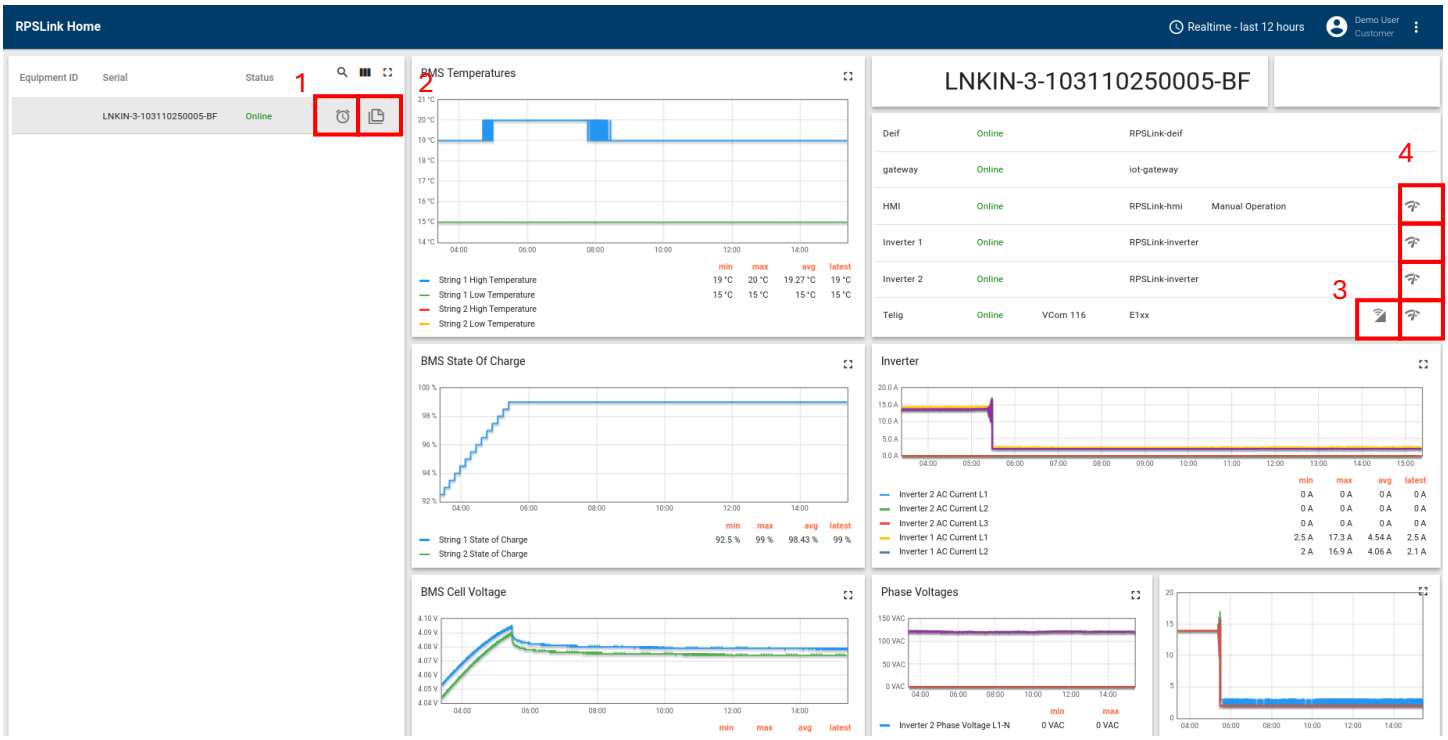
5.1 Logging In

Request a ViSTA Cloud account by emailing service@viridiparente.com. An email will be sent from vista.notifications@viridiparente.com with a link to setup the account. Once setup, login by going to https://vista.viridiparente.com/login.



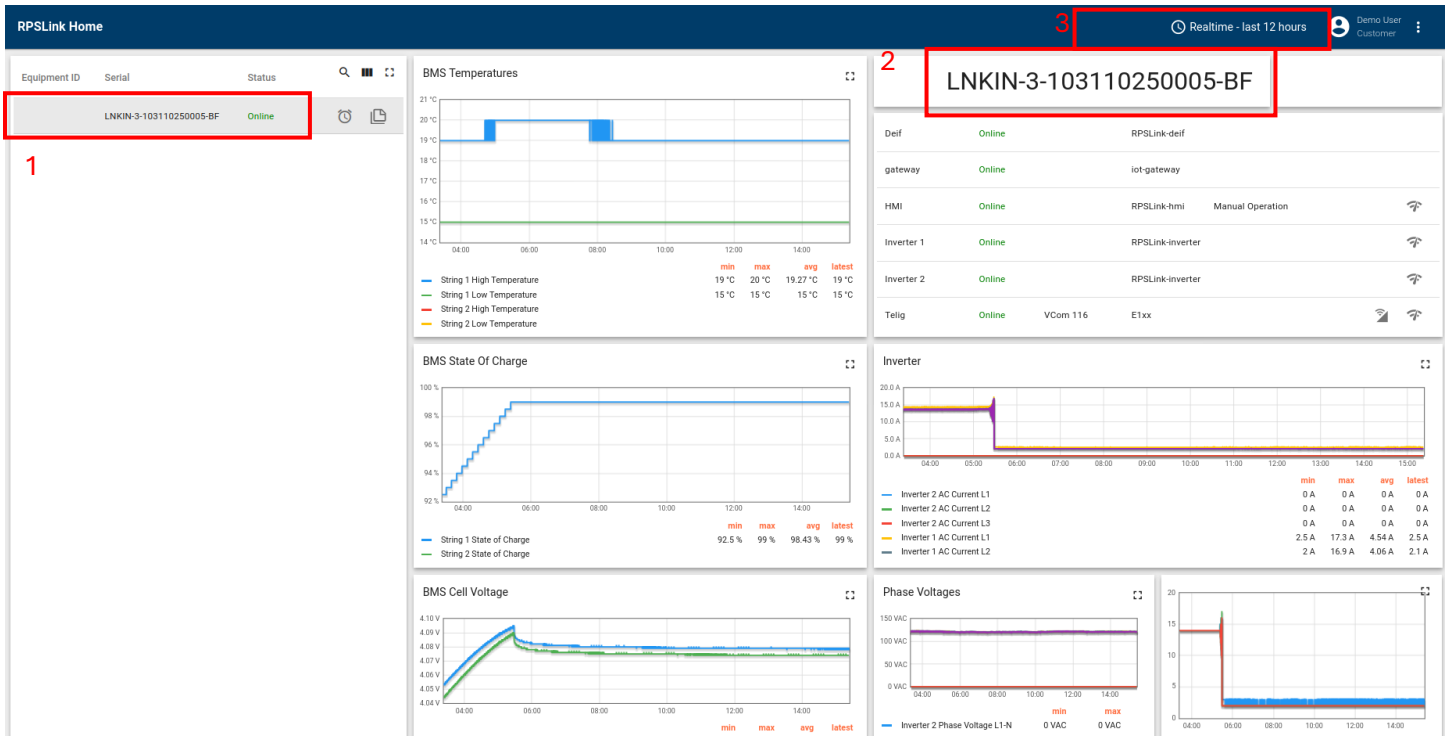
5.2 ViSTA Dashboard

5.2.1 Fleet View



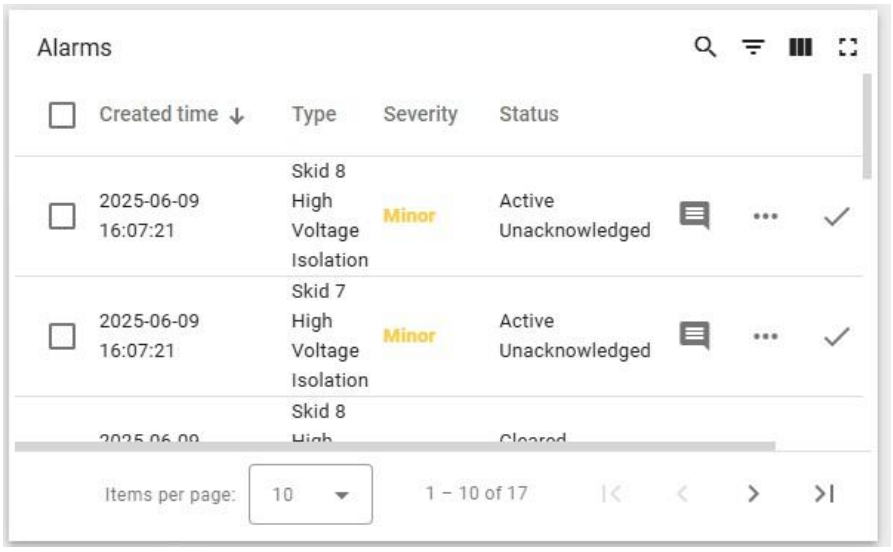
1. **Alarms**: This button opens a modal for viewing alarms, which can be filtered to show any alarms notifications status and severity.
2. **Notes**: This button allows the user to update notes for the unit.
3. **Connectivity**: This allows you to view the connectivity statistics of the unit.
4. **Ping Sensor**: this allows you to ping the VCom and sensors to test connectivity.

5.2.2 Data Over Time



1. **Select Unit**: By Clicking on the row, you will select a unit
2. **Selected Unit**: This tells you which unit is currently selected
3. **Time Window**: This allows you to modify the time window.
    a. It is recommended when working with a time window larger than 1-day you set the aggregation method to "Average".

The alarms area permits viewing of active alarms, the type of alarm, the severity, and the status of the alarm on RPSLink.



Clicking on the box to the left of the alarm will acknowledge and/or clear the alarm.

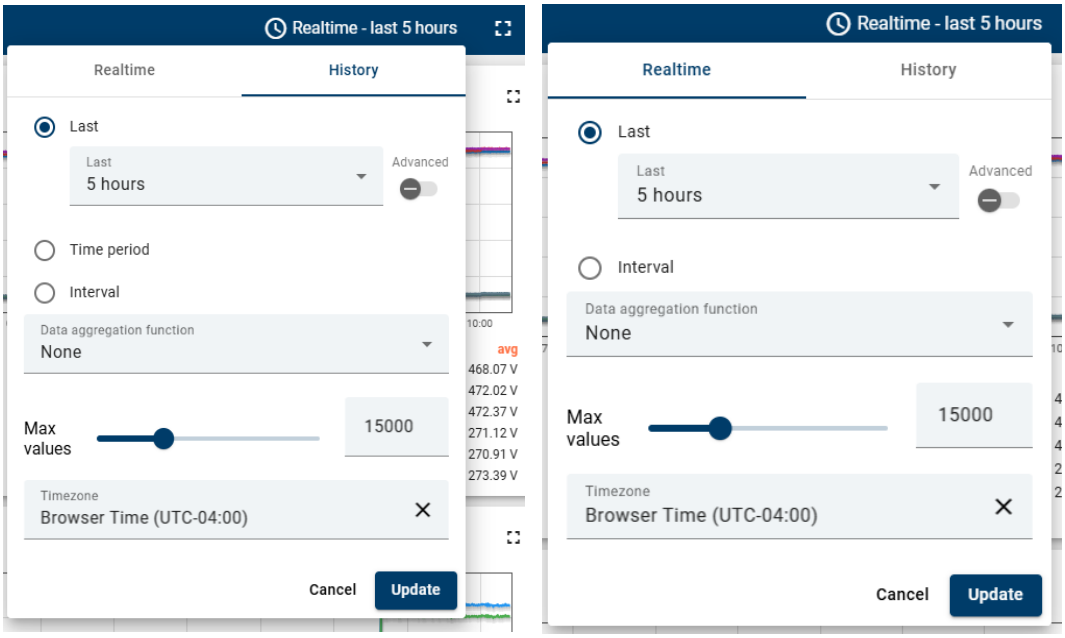
Note: The alarm is only cleared on ViSTA, not on the RPSLink

Clicking on the word bubble icon on the right will allow a screen view to see the activity of the RPSLink add comments concerning the alarm.

By clicking the clock icon in the upper right-hand corner of any of the diagram or system devices screens will open a menu will allow viewing the real time activity or history of the system.

The real time tab allows you to choose a period to view from the current time to however long ago it is set for.

The History tab is the same as the real-time tab except for the ability to choose a period in the past to view instead of just allowing a view of what the system is doing for an ongoing time frame. For example, the election can permit a view: a day from three weeks ago instead of the past 24 hours.



INSTALLATION

6. Installation

6.1 Location Considerations

Determine the necessary size of energy storage/back-up system for your specific application. Different project sites require different kWh of energy storage.



Submit designs and plans to appropriate authorities for review. Before beginning installation or utilization, permits and inspections must be obtained in accordance with local laws and regulations, as necessary



Coordinate site delivery and installation. RPSLinkEX components are heavy and must be installed with proper equipment. RPSLinkEX must be installed according to the design plans above.

To decommission or uninstall the RPSLinkEX, contact your Viridi service team for further instructions. This must be completed by Qualified Personnel, and any disposal of components requires compliance with local laws, rules, and regulations. Viridi encourages recycling of all materials where possible and works with American Battery Technology Company to recover lithium-ion battery components

Required equipment, tools, and other items depend on the final consumer and installation location. Consult your service engineer and local installer for further instruction.

6.2 EMI/EMC Considerations

6.2.1 Definitions

Electromagnetic interference (EMI) and electromagnetic compatibility (EMC) are both important considerations when working with electronic components. EMI is caused by electromagnetic emissions that can disrupt the function of electronic devices and radio frequency (RF) systems. These devices and systems must be properly shielded from electromagnetic radiation for them to work well. EMC measures how well these devices and systems can work in the presence of disruptive electromagnetic interference. Additionally:

- The inverter UL lists safety standards for the Inverter 1741 Supplement B and the Battery is UL1973 listed.
- The inverter and battery undergo EMI/EMC testing.
- The BESS undergoes ground bond testing to verify low chassis/earth impedance on the ground lug in the EBox.
- Within RPSLinkEX, all communication wiring if run near high voltage AC/DC wiring is shielded to reduce the potential effect. Otherwise, it is run in separate locations to remove the EMC/EMI potential on the communication lines.

6.3 Handling and Transport

6.3.1 General Considerations

	Do not expose RPSLinkEX components to an open flame.
	Do not place or store RPSLinkEX components near highly flammable materials.
	Do not expose or place RPSLinkEX components near water sources.
	Do not install RPSLinkEX components in an airtight enclosure or in an area without ventilation.
	Store RPSLinkEX components on a flat, level surface in a cool, dry location.
	Do not disconnect, disassemble, or repair RPSLinkEX components with unqualified personnel. Only Qualified Personnel should handle, install, and service the RPSLinkEX components.
	Do not deform, impact, cut, or penetrate the RPSLinkEX components with a sharp object. Doing so may cause a fire or leakage of electrolytes.
	Do not step on or stand on RPSLinkEX components or their packaging.
	Do not place any objects on top of RPSLinkEX components.
	Do not charge or discharge RPSLinkEX if damaged or malfunctioning.

Note: Lifting and unpacking guidelines will depend on the final consumer and local installation parameters. Follow established workplace safety guidelines and procedures when receiving, handling, transporting, unpacking, lifting, and installing RPSLinkEX Components.

6.3.2 Unloading & Unpackaging

- Unit weight is approximately 1,600lbs, rig and lift off the truck or pallet from the 4 top eye bolts to unload and place in position.
- Placement should be on an even substance surface such as stone or concrete
- Remove all wrap and packaging material from the cabinet and discard accordingly
- Remove Inverter from its pallet and packaging material, install at its final location, discard material accordingly

6.4 Wiring Install Instructions

6.4.1 Wiring instructions for a Skid mount system (Option 1)

6.4.1.1 If being wired as a backup system

Step 1 — Run and Land utility connection AC wiring

- Run Utility connection wiring into the bottom panel on the RH side when facing the control panel

- Land the wiring to the bottom of the Utility side terminal block

- Land the Ground wire to the 1-Phase terminal block

Step 2 – Run and Land the Load side connection AC wiring

- Run Load connection wiring into the bottom panel on the RH side when facing the control panel

- Land the wiring to the bottom of the Load side terminal block

- Land the Ground wire to the 1-Phase terminal block

Step 3 — Run Ethernet (CAT 5E or 6 - RJ45) communication wires to RPSLinkEX

- Run ethernet cables to the RPSLinkEX

- Run the ethernet cables inside the lower panel to the bulkhead connectors or to the units unmanaged switch- any open port.

6.4.1.2 If being wired as a Grid Tied Only System

Step 1 — Run and Land utility connection AC wiring
- Run Utility connection wiring into the bottom panel on the RH side when facing the control panel
- Land the wiring to the bottom of the Utility side terminal block
- Land the Ground wire to the 1-Phase terminal block

Step 2 — Run Ethernet (CAT 5E or 6 - RJ45) communication wires to RPSLinkEX
- Run ethernet cables to the RPSLinkEX
- Route the ethernet cables inside the lower panel to the bulkhead connectors or to the units unmanaged switch- any open port.

6.4.2 Wiring instructions for a Cabinet system (Option 2)

6.4.2.1 If being wired as a backup system

Step 1 — Run and Land utility connection AC wiring
- Run Utility connection wiring into the bottom of the inverter
- Land the wiring on the GRID port of the inverter

Step 2 – Run and Land the Load side connection AC wiring
- Run Load connection wiring into the bottom panel of the inverter
- Land the wiring on the LOAD port of the inverter

Step 3 – Run the Harnesses between the inverter and cabinet
- Run the HVDC harness between the Battery cabinet and Inverter
- Land the connectors onto the battery inside the cabinet
- Land the opposite end on the battery terminals inside the inverter
- Run the Low Voltage and Comms harness between the inverter and battery cabinet
- Land the wires inside the battery cabinet into the locations
- Land the wires inside the inverter on their designated locations
- Run 240V harness lines from inverter to battery cabinet, land on the terminal block for power supply voltage

Step 4 — Run Ethernet (CAT 5E or 6 - RJ45) communication wires to RPSLinkEX
- Run ethernet cable between the inverter and battery cabinet
- Land on COMM port inside the inverter, land on unmanaged switch inside the battery cabinet.

6.4.2.2 If being wires as a Grid tied only system

Step 1 — Run and Land utility connection AC wiring
- Run Utility connection wiring into the bottom of the inverter
- Land the wiring on the GRID port of the inverter

Step 2 – Run the Harnesses between the inverter and cabinet
- Run the HVDC harness between the Battery cabinet and Inverter
- Land the connectors onto the battery inside the cabinet
- Land the opposite end on the battery terminals inside the inverter
- Run the Low Voltage and Comms harness between the inverter and battery cabinet
- Land the wires inside the battery cabinet into the locations
- Land the wires inside the inverter on their designated locations
- Run 240V harness lines from inverter to battery cabinet, land on the terminal block for power supply voltage

Step 3 — Run Ethernet (CAT 5E or 6 - RJ45) communication wires to RPSLinkEX
- Run ethernet cable between the inverter and battery cabinet
- Land on COMM port inside the inverter, land on unmanaged switch inside the battery cabinet.

6.5 Commissioning

6.5.1 Introduction

Commissioning of a newly installed and existing ESS that has been retrofitted, replaced or previously decommissioned and is returned to service shall be conducted prior to the ESS being placed in service in accordance with a commissioning plan that has been approved prior to initiating commissioning.

6.5.2 RPSLinkEX Commissioning Checklist

Phase 1 — Pre-Commissioning / Documentation Review			
Step	**Checklist Item**	**Status (OK / Pending / N/A)**	**Comments / Notes**
1.1	Verify design documentation set (single-line diagrams, layout, control logic, network diagram).		
1.2	Review as-built wiring vs drawings; mark deviations.		
1.3	Verify system labeling, nameplates, and warning signage.		
1.4	Safety documentation — lockout/tagout plan, emergency response plan.		

Phase 2 — Mechanical & Installation Inspection			
Step	**Checklist Item**	**Status (OK / Pending / N/A)**	**Comments / Notes**
2.1	Check physical mounting of the system (Batteries, Inverter)		
2.2	Confirm system is located away from physical obstructions and has access for maintenance support.		
2.3	Inspect conduit entries and gland seals to be properly secured.		
2.4	Verify Isuna inverter mounting is secure.		

Phase 3 — Electrical Verification (Before Energization)			
Step	**Checklist Item**	**Status (OK / Pending / N/A)**	**Comments / Notes**
3.3	Confirm system grounding/bonding continuity meets the NEC.		
3.4	Verify auxiliary power circuits (Power supply, VCOM).		
3.5	Verify all ethernet connections are made to drawing.		
3.6	Verify all grounds are secured on the RPS50 batteries.		

Phase 4 — Controls, Communication & Software			
Step	**Checklist Item**	**Status (OK / Pending / N/A)**	**Comments / Notes**
4.1	Test communication links (VCOM ↔BMS ↔ PCS).		
4.2	Verify alarms and event logging functions.		
4.3	Verify VCOM antenna connections are correct and secured.		
4.4	Verify VCOM LTE communication.		

Phase 5 — Functional / Dry Run Tests			
Step	**Checklist Item**	**Status (OK / Pending / N/A)**	**Comments / Notes**
5.1	Close battery contactors under electrical contractor or engineering supervision (initial DC energization).		
5.2	Verify SOC reporting accuracy, voltage/current sensor calibration.		
5.3	Confirm alarm triggers to ViSTA system.		
5.4	Test emergency stop and system safe shutdown sequence.		
5.5	Verify RPSLink is visible and active on ViSTA Monitoring Platform.		

Phase 6 — Performance / Integration Tests			
Step	**Checklist Item**	**Status (OK / Pending / N/A)**	**Comments / Notes**
6.1	Run charge/discharge command tests at low power (< 10%) with utility present.		
6.2	Run full load with support on battery power only (no utility present)(Off-Grid)(if applicable).		
6.3	Charge battery unit to top of charge with utility present, verify stops and idles at top of charge.		
6.4	Run unit in EMS mode, verifying unit charging and discharging.		

Phase 7 — Final Acceptance & Documentation			
Step	**Checklist Item**	**Status (OK / Pending / N/A)**	**Comments / Notes**
7.1	Collect test data, sign-off sheets, torque records, calibration certificates.		
7.2	Train operations personnel on normal and emergency procedures.		
7.3	Submit commissioning report and punch-list closure.		
7.4	Provide as-built drawings and configuration backups as required.		
7.5	Transition to warranty/start of service period.		

OPERATION

7. Startup

7.1 ESS Link app setup for ISUNA U-20K PH (Offline Mode):

Note: Offline Mode does not require account creation or internet access.

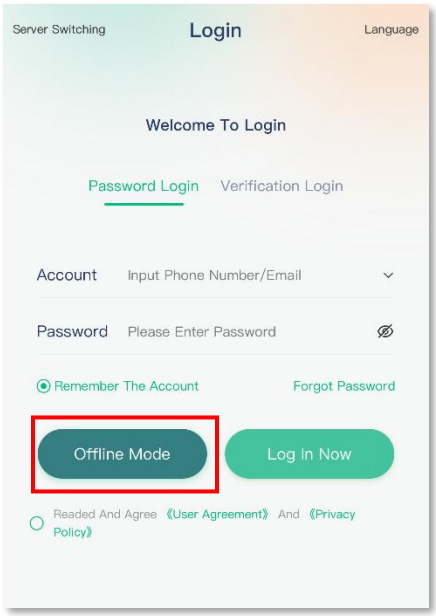
1 – Power on the Inverter

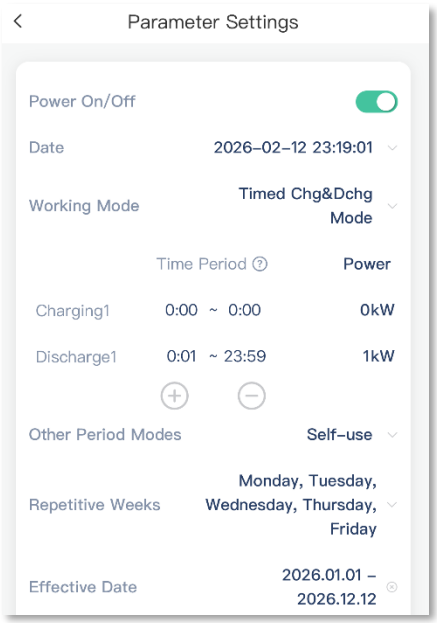
Ensure Grid and Battery connections are completed. The inverter will turn on when grid or battery is energized and active.

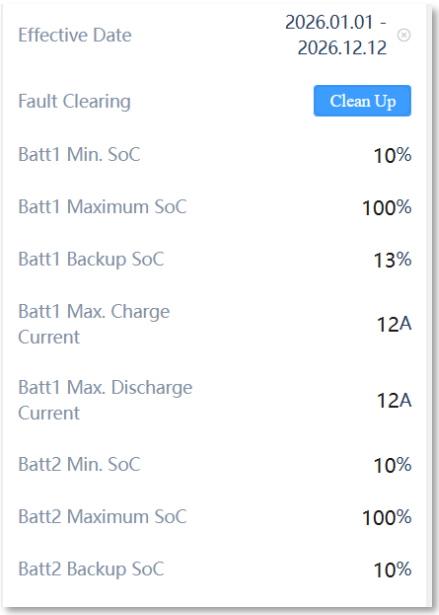
2 – Configure ESS Link app settings

Step 1 - Open the ESS Link app on your smartphone. On the login screen, select Offline Mode. The app will begin scanning for nearby Bluetooth devices.

Step 2 - Select the inverter from the device list (device name will match inverter serial number). Tap Connect. Once connected, the inverter dashboard will be displayed.







Step 3 – Parameter Configuration: Key in values for the listed parameters.

Parameter	Value
Date	Select current date.
Working Mode	Timed Charge & Discharge Mode (Mode allows periodic charge and discharge).
Time Period	Add desired time periods (hh:mm) for charge and discharge battery per peak shaving requirements.
Other Period Modes	Self-Use
Repetitive Weeks	Select desired days of the week to for settings to repeat.
Effective Date	Select desired date range for settings to take effect over.
Batt1 Min Soc	10 %
Batt 1 Maximum SOC	100%
Batt 1 Maximum Charge Current	12 A
Batt 1 Maximum Discharge Current	12 A

MAINTENANCE

8. Maintenance

Note:

- Personnel performing maintenance on the RPSLinkEX must be trained and familiar with the operation and configuration of RPSLinkEX components.
- The BESS must be completely disconnected (external power source in a deenergized state with proper Lock Out – Tag Out [LOTO] devices installed) for all external connections and interfaces prior to any type of maintenance operation.
    - The only exception to this is when performing the thermal imaging check listed under 8.1.4. This system must be running to properly perform this check.
- Clearing and Cleaning - After installation and commissioning, regularly clean, check ventilation and air exhaust devices. Periodic cleaning is recommended. After installation and commissioning, regular fan, filters and inspection time and systems checks may be extended at customer discretion.
- If torquing of fitting and/or connections are required, verify the torque wrench has a current calibration sticker.
- If any maintenance is performed that involves disturbing electrical connections, ensure that connections are re-torqued to specification afterwards.

Warning

Verify All External Power Is Off and Switches Are in the OFF Position

8.1 Periodic Scheduled Maintenance

The following is a recommended scheduled maintenance check/verification for the internal/external components of the RPSLinkEX

Task List *(see 8.1.1 thru 8.1.5 below for item locations and detail)*	**Commissioning**	**Monthly**	**Quarterly**	**Semi-Annually**	**Annually**	**As Indicated**
8.1.1 Sinexcel Inverter - Vacuum all dust and debris from the units heat sink, air inlet and outlet				X		
8.1.1 Sinexcel Inverter - Continuously turn on and off the DC switch 10 times to ensure that the DC switch functions properly.	X				X	
8.1.2 Main Enclosure- General inspection inside of the enclosure for contaminants and/or dust	X			X		
8.1.2 Main Enclosure – preventative maintenance check for intake/exhaust filter and exhaust fan					X	
8.1.3 General Electrical and Bolt interface connections - Check for oil, dust, oxidation, and contaminant accumulation	X				X	
8.1.4 Torque Checks – Perform thermal check OR torque mark check	X				X	

8.1.1 Sinexcel Inverter

General inspection of the Sinexcel inverters, mounting and electrical connections in accordance with the Sinexcel Operations manual (P/N: U20K-PH-US). General maintenance shall include but not be limited to:

- Vacuum all dust and debris from the unit
- Continuously turn on and off the DC switch 10 times to ensure that the DC switch functions properly
- Check whether the cable connection is loose or detached, whether the appearance of the cable is damaged, and whether there is copper leakage

Note that the Sinexcel manual suggests quarterly general maintenance but based on the container being sealed and well-ventilated these can be reduced to annual checks, so long as the container doors are not left open for extended periods of time.

8.1.2 System Enclosure

General inspection inside of the enclosure for contaminants and/or dust. Intake filter and exhaust fan cleaned by specification sheet. General maintenance shall include but not be limited to:

- There should be a general visual check of the units exterior and interior every 6 months to spot any possible hazards or issues.
- Intake and Exhaust Fan
    - Clean inside of cabinet with low pressure compressed air, visually inspect fan blades
- Intake Filter
    - Filter Manufacturer recommends replacing the filter every 9-12 months based on environment. Visually inspect filter every 6 months to ensure there are no major blockages. Inspection should occur more often if units are installed in high dust environment.

8.1.3 General Electrical and Bolt Interface Connections

Check for oil, dust, oxidation, and contaminants accumulating on or around electrical components

- If oil, dust or contaminants are found on or around electrical components, use low pressure air and a clean microfiber cloth to clean connections
- If oxidation is found on or around electrical components, contact Viridi customer service for oxidation removal procedure.

8.1.4 Torque Check

Check proper torque for all identified electrical connections. Torque checks can be performed by thermal imaging OR torque mark visual OR torque value checks.

- **Thermal Imaging Check** – perform thermal imaging procedure with unit in operation. Compare with the thermal imaging control provided by Viridi to determine hot spots. If hot spots are located, check torque with proper torque wrench after following disconnect and LOTO procedures. Note: Thermal imaging procedure and control may not be available initially. Viridi to provide information once procedure and control are established.
- **Torque Mark Visual Check** – Any fasteners that have a clear torque mark indicator (paint pen running across fastener head onto electrical component) can be visually inspected to ensure there is no break in the torque mark indicator between the fastener and component. Note: not all fasteners will have torque mark indicators and will need to be checked with thermal imaging or torque value checks.
- **Torque Value Check** – Use a calibrated torque wrench to manually check each electrical connection's torque value in accordance with the torque values provided in the table below and the corresponding figures/locations

Warning
Verify All External Power Is Off and Switches Are in the OFF Position

8.2 Decommissioning

- Contact Viridi first
  a) Perform 1 final physical inspection.
  b) Lower SOC to 30% SOC.
  c) Disconnect all exterior/customer connections (Utility connection, ethernet, CANBUS, Fiber connection, etc..).
  d) Plug / Seal any holes left in the customer connection panel
  e) Open all Breakers on the UIP panel
  f) Visually Validate everything in the unit is powered off

8.3 ViSTA Alarm Definition Glossary

Severity	Description	High Level Definition
Critical	Requires Immediate Attention	Anything that can cause the unit, or the "Grid" to shut down Ex. E-stop pressed
Major	High Impact to Functionality	Anything that can cause the unit to go down or a major component to go down. Ex. Inverter alarms or battery DTC alarms
Warning	Does not impact functionality right away	Does not impact on the overall functionality but if this state continues, it will lead to an alarm (either minor, or/and major. Ex. Temperature alarms

8.4 ViSTA Alarms

Here are some of the common ViSTA alarms, their severity, and a brief explanation along with the action needed to resolve them.

Alarm Name	Severity	Triggered By	Description / Take Action
E-STOP Activated	CRITICAL	E-STOP	Emergency Stop pressed. Disengage E-Stop and Power Cycle BESS.
EMS Communication Lost (Optional)	MAJOR	HMI	RPSLINK to Viridi Energy Management System lost. Contact Viridi Customer Service.
ViSTA Connection Lost to Asset	MAJOR	ViSTA Cloud	Communications failure between VCom and ViSTA Cloud. Check wired internet connection (if applicable) and LTE coverage. If an error persists, call Viridi Customer Service.
String “X” BMS Temperature Warning	MAJOR	String “X” BMS	BMS on String X senses the battery cell temperature too high. Ensure fan filters are clear, and BESS is ventilating properly.
String “X” BMS Temperature High Error	MAJOR	String “X” BMS	BMS on String X senses the battery cell temperature too high. Ensure fan filters are clear, and BESS is ventilating properly.
String “X” Inverter AC Bus Over Voltage	MAJOR	String “X” Inverter	Inverter on String X senses AC voltage is too high. Check source voltage (can be done through the Deif HMI or ViSTA). If an error persists, call customer service.
String “X” Inverter Ac Bus Under Voltage	MAJOR	String “X” Inverter	Inverter on String X senses AC voltage is too low. Check source voltage (can be done through the Deif HMI or ViSTA). If an error persists, call customer service.
String “X” Inverter Ac Bus Over Frequency	MAJOR	String “X” Inverter	Inverter on String X senses AC frequency is above conformance. Check frequency (can be done through the Deif HMI or ViSTA). If an error persists, call customer service.
String “X” Inverter AC Bus Under Frequency	MAJOR	String “X” Inverter	Inverter on String X senses AC frequency is below conformance. Check frequency (can be done through the Deif HMI or ViSTA). If an error persists, call customer service.
String “X” Inverter AC Bus Phase Reversed	MAJOR	String “X” Inverter	Inverter on String X senses AC phase (L1, L2, L3) are incorrect orientation. Check AC wiring to BESS.
String “X” Inverter AC Bus Voltage Asymmetric	MAJOR	String “X” Inverter	Inverter on String X senses AC voltage asymmetry. Check source voltage (can be done through the Deif HMI or ViSTA). If an error persists, call customer service.

Alarm Name	Severity	Triggered By	Description / Take Action
String “X” Inverter AC Bus Voltage Abnormal	MAJOR	String “X” Inverter	The inverter on String X senses AC voltage that is too high or too low for operation. Check source voltage (can be done through the Deif HMI or ViSTA). If an error persists, call customer service.
String “X” Inverter AC Bus Phase Lost	MAJOR	String “X” Inverter	The inverter on String X does not sense AC power. Ensure BESS is in the correct operational mode and that String level and system level breakers and contactors are closed. If an error persists, call customer service.
String “X” Inverter AC Overload Timeout	MAJOR	String “X” Inverter	Inverter on String X overload timeout. Load exceeded rated value; code will clear once load is under limit for 5 minutes. If an error persists, call customer service.
String “X” Inverter High Temperature Warning	MAJOR	String “X” Inverter	Inverter on String X senses internal temperature at AC or DC radiator too high. Ensure fan filters are clear, and BESS is ventilating properly.
String “X” Inverter High Temperature Error	MAJOR	String “X” Inverter	Inverter on String X senses internal temperature at AC or DC radiator too high. String offline. Ensure fan filters are clear, and BESS is ventilating properly. String will not function until inverter temperature drops to a safe threshold.
String “X” Inverter High Ambient Temperature Warning	MAJOR	String “X” Inverter	Inverter on String X senses ambient temperature too high. Ensure fan filters are clear, and BESS is ventilating properly.
String “X” Inverter High Ambient Temperature Error	MAJOR	String “X” Inverter	Inverter on String X senses ambient temperature too high. String offline. Ensure fan filters are clear, and BESS is ventilating properly. String will not function until inverter temperature drops to a safe threshold.
String “X” Discharge Limit Enforcement Fault	MAJOR	String “X” PLC	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Charger Safety Relay Fault	MAJOR	String “X” PLC	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Internal Hardware Fault	MAJOR	String “X” PLC	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Internal Heatsink Thermistor Fault	MAJOR	String “X” PLC	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X “Internal Software Fault	MAJOR	String “X” PLC	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X “Highest Cell Voltage Too High Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Lowest Cell Voltage Too Low Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Pack Too Hot Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” High Voltage Interlock Signal Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Pre-charge Circuit Malfunction	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Abnormal State of Charge Behavior	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.

Alarm Name	Severity	Triggered By	Description / Take Action
String “X” Internal Communication Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Cell Balancing Stuck Off Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Weak Cell Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Low Cell Voltage Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Open Wiring Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Current Sensor Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Highest Cell Voltage Over 5V Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Cell ASIC Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Weak Pack Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Fan Monitor Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Thermistor Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” External Communication Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Redundant Power Supply Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” High Voltage Isolation Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Input Power Supply Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Charge Limit Enforcement Fault	MAJOR	String “X” BMS	Error code generated by RPS50 Battery Management System [Orion BMS2]. Call Viridi Customer Service.
String “X” Max Charge Reached	Warning	HMI	Notification that Strings “x” hit the max charge. No action is needed.

Alarm Name	Severity	Triggered By	Description / Take Action
String “X" Max Discharge Reached	Warning	HMI	Notification that Strings “x” hit the max discharge. No action is needed.

8.5 Isuna U-20K PH Inverter Alarms

8.5.1 GRID / UTILITY ALARMS:

Alarm Name	Severity	Triggered By	Description / Take Action
Power Grid Status	CRITICAL	Grid	Grid is not within acceptable limits. Verify grid availability and protection devices.
Abnormal Grid Voltage	MAJOR	Inverter	Grid voltage is outside the acceptable range. Check utility source voltage.
Abnormal Grid Frequency	MAJOR	Inverter	Grid frequency outside limits. Verify utility frequency stability.
Grid Voltage Phase Loss	CRITICAL	Inverter	One phase is missing. Inspect upstream breaker, wiring, and utility feed.
Inverted Grid Phase Sequence	MAJOR	Inverter	Phase rotation incorrect. Verify L1/L2/L3 orientation.
Abnormal Grid Current	MAJOR	Inverter	Grid current outside normal range. Inspect load and CT orientation.
Abnormal Null Line	MAJOR	Inverter	Neutral wiring abnormal. Inspect neutral-ground bonding and wiring.
Island Protection	CRITICAL	Inverter	Grid loss detected. Confirm grid status and reconnection logic.
Reverse Meter Connection	MAJOR	Installation	Meter wiring reversed. Verify CT polarity and wiring.
Open Circuit – Grid Relay	CRITICAL	Inverter	Grid relay failed open. Inspect relay and contactor hardware.
Short Circuit – Grid Relay	CRITICAL	Inverter	Grid relay shorted. Inspect relay and control board.
Reversal of Live & Neutral	CRITICAL	Installation	L/N wiring reversed. Correct wiring immediately.

8.5.2 BATTERY ALARMS

Alarm Name	Severity	Triggered By	Description / Take Action
Battery Not Connected (1/2)	CRITICAL	BMS	Battery communication or wiring lost. Check battery harness and BMS.
Battery Overvoltage	MAJOR	BMS	Battery voltage above safe limit. Check charge setpoints and BMS limits.

Alarm Name	Severity	Triggered By	Description / Take Action
Battery Undervoltage	MAJOR	BMS	Battery voltage below threshold. Check SOC and discharge limits.
Battery Overcurrent	CRITICAL	BMS	Excessive charge/discharge current. Inspect load and inverter limits.
Battery Overload Timeout	MAJOR	Inverter	Sustained overload condition. Reduce load.
Battery Soft Start Failure	MAJOR	Inverter	Battery DC bus startup failure. Inspect DC bus and contactors.
Battery Power Tube Fault	CRITICAL	Inverter	Internal DC stage failure. Requires service.
Battery Charge/Discharge Forbidden	MAJOR	BMS	BMS prohibits operation. Review BMS conditions.
Battery Backup Prohibited	MAJOR	Config	Backup mode disabled. Check configuration.
Battery Temperature Abnormal	MAJOR	BMS	Battery temp out of range. Ensure ventilation.

8.5.3 PV (SOLAR) ALARMS

Alarm Name	Severity	Triggered By	Description / Take Action
PV Not Connected	MAJOR	Inverter	PV string disconnected. Inspect PV input wiring.
PV Overvoltage	CRITICAL	Inverter	PV input exceeds rating. Check array configuration.
PV Overcurrent	CRITICAL	Inverter	PV current exceeds limit. Inspect array and combiner.
PV Reverse Connection	CRITICAL	Installation	PV polarity reversed. Correct immediately.
PV Power Tube Fault	CRITICAL	Inverter	Internal MPPT stage fault. Service required.
PV Soft Start Failure	MAJOR	Inverter	MPPT startup failure. Inspect DC input.
PV Overload Timeout	MAJOR	Inverter	Sustained PV overload. Inspect array sizing.
PV Insufficient Power	INFO	Inverter	PV production below expected level. Check irradiance or shading.

8.5.4 INVERTER / INTERNAL HARDWARE ALARMS

Alarm Name	Severity	Triggered By	Description / Take Action
Inverter Overload	MAJOR	Inverter	Output exceeds rated power. Reduce load.
System Output Overload	MAJOR	Inverter	Total load exceeds system capacity.
Inverter	MAJOR	Inverter	Internal temperature high. Check ventilation and filters.

Alarm Name	Severity	Triggered By	Description / Take Action
Overtemperature			
PCB Overtemperature	MAJOR	Inverter	Control board overheating. Inspect airflow.
DC Bus Overvoltage	CRITICAL	Inverter	Internal DC bus too high. Service required.
DC Bus Undervoltage	MAJOR	Inverter	DC bus below threshold. Check battery and PV.
DC Bus Voltage Unbalance	MAJOR	Inverter	DC link imbalance. Inspect capacitors and DC stage.
DC Converter Overcurrent	CRITICAL	Inverter	Internal DC/DC stage overcurrent. Service required.
Relay Self Check Failure	MAJOR	Inverter	Relay test failed. Inspect relay hardware.
Inverter Relay Open/Short	CRITICAL	Inverter	Output relay malfunction. Service required.
Fan Fault	MAJOR	Inverter	Cooling fan failure. Inspect fan assembly.
Insulation Fault	CRITICAL	Inverter	Insulation resistance below threshold. Inspect grounding.
Leakage Protection Fault	CRITICAL	Protection	Ground leakage detected. Inspect system wiring.
System Derating	INFO	Inverter	Power limited due to thermal or grid condition.

8.5.5 GENERATOR / EXTERNAL SOURCE ALARMS

Alarm Name	Severity	Triggered By	Description / Take Action
Generator Voltage Abnormal	MAJOR	Generator	Voltage outside range. Inspect generator.
Generator Overload	MAJOR	Generator	Generator load exceeds rating. Reduce load.
Generator Relay Open/Short	CRITICAL	Inverter	Generator relay hardware fault.
Generator Phase Sequence Error	MAJOR	Generator	Incorrect phase rotation. Verify wiring.

8.5.6 LOAD SIDE ALARMS

Alarm Name	Severity	Triggered By	Description / Take Action
Load Power Overload	MAJOR	Inverter	Connected load exceeds rating. Reduce load.
Load Relay Open	CRITICAL	Inverter	Load contactor failed open.

Load Relay Short	CRITICAL	Inverter	Load contactor shorted.

8.5.7 EMERGENCY / PROTECTION

Alarm Name	Severity	Triggered By	Description / Take Action
EPO Emergency Stop	CRITICAL	E-Stop	Emergency stop activated. Reset E-Stop and power cycle.
Excessive Ambient Temperature	MAJOR	Environment	Ambient temperature too high. Improve ventilation.
Radiator Temperature High	MAJOR	Inverter	Internal heat sink overheating. Inspect cooling.

8.6 Contact Viridi Customer Service

If an issue is identified with the RPSLinkEX, please contact Viridi Customer Support at 1-866-984-7434

The following information will be requested:

Company Name	
Contact Name and Call Back #:	
Serial Number:	
Set Up Details:	
Fault Details, including history relevant to the fault:	