

Operation and Maintenance of commercial BESS Consall Hall/The Tawney Hotel

All GivEnergy systems benefit from free technical backup via our UK based telephone support team and when specified online monitoring via the GivEnergy Cloud.

Routine maintenance service

Our routine maintenance service offers a annual visit to site to inspect and maintain our systems. This includes the below;

Outside

- General tidy around the outside of the containers, making sure the doors and access points are free from any dirt, debris, vermin or any obstacles in which would make it difficult to access the container.
- External Air intake / exhaust vents cleaned so free from any dust or blockages that would affect the operational temperatures of the system.
- Containers wiped down so free from any contaminants that would affect the structure of the material.

Inside

- Full clean of all equipment, fans, accessories, floor area so free from any dust, debris, vermin or obstacles which would make access difficult.
- Extensive cell monitoring, each cell will be monitored, and value recorded in a digital site log.
- Cell balancing will be carried out, if required, to ensure that all battery packs are working at their optimum efficiency.
- Full test and operation of the PCS, testing full charge discharge capabilities and results captured in onsite log – Assuming site and G99/G100 restrictions allow.
- Emergency stop button testing and operation of emergency shut down via local LCD screen – Assuming site requirements allow.
- Testing of circuit protection devices to ensure that they operate correctly.
- If purchased with the system;
 - a. Testing and operation of alarm system.
 - b. Testing of switch and socket outlets for emergency power.
 - c. Full test and operation of the HVAC system
 - d. Full test and manual operation of the G99 Relay

If a fault is reported during a warranted period a callout fee will be charged. If a fault is found that falls under warranty the callout fee will be refunded, the system will then be repaired as required with parts and labour included. If a fault is found during a routine maintenance visit the call out fee will not be applicable.

If the fault is not covered under warranty a quote will be produced for the required repairs and the initial callout fee will stand.

Annual maintenance fee - £500

Call out fee – £100

All prices are for UK mainland only, Islands and Scottish Highlands at an additional cost and are exclusive of VAT.

Our response time will vary dependant on the nature of the reported issue. If a report of a critical nature is received, we will endeavour to be on site within 48 hours. Over the phone support for critical issues is provided 24 hours a day during the warranted period. Reports of a noncritical nature will be reviewed during standard office hours and if a site visit is deemed necessary, we will endeavour to be on site within 5 working days.