

### **What's inside the OnAlert™ Standby Power System?**

Silent Power's OnAlert™ system contains an integrated inverter/charger, high capacity battery storage and an intuitive user interface in one sleek cabinet. More specifically, the OnAlert contains:

- One or two 4kW Inverters
- One Four-stage 3kW AC to DC battery charger
- Four 12V nominal sealed VRLA AGM Batteries
- Ventilation fans
- User Interface
- Optional Generator start control
- Optional external solar panel charge controller

### **Does the OnAlert™ comply with UL safety standards?**

Yes, the OnAlert™ is certified and meets UL1741 and CSA STD No. 107.1-01 standards for permanently installed equipment.

### **Is the OnAlert™ eligible to receive rebates and tax incentives?**

As of August 2010, if you install your OnAlert™ with a solar panel it qualifies for the Federal Government Renewable Energy Incentive Tax Credit program as well as many local/state programs. Be sure to consult your tax advisor. You can also visit [www.dsireusa.org](http://www.dsireusa.org) to receive the latest information on government programs.

### **What comes in the OnAlert™ Solar Kit?**

The solar kit comes with two 50 watt pv panels side mount pole and charge controller. Other hardware for installation such as wiring and connectors are to be provided by installer.

### **How fast is the switchover to standby power?**

Less than 30 milliseconds.

### **How long will OnAlert™ power critical loads?**

It all depends on the load. The OnAlert™ will handle the electrical loads critical for business continuity or those devices necessary to sustain you in your home until power returns.

**What is the life expectancy of the batteries?**

This is another “it all depends” questions. Mostly it depends upon Depth of Discharge (DOD) and some other factors like temperature. This is the most simple way to explain the life expectancy of the batteries: If the batteries only discharge 10% each time, they will last 5000 cycles. If they discharge 50% each time they will last 1000 cycles. If they discharge 100% each time they will only last 300 cycles. A cycle is considered each time the batteries are discharged then charged. Even if the batteries are used infrequently, they have a shelf life of about 8 years.

**How long does it take to charge the batteries?**

Again this depends upon Depth of Discharge (DOD). Typically, the batteries will fully charge within about 8 hours.

**Can a generator be used to charge OnAlert™ batteries?**

Yes. A portable generator for battery charging is a very cost effective solution to get extended hours from your OnAlert™. You can also use your solar array to charge them.

**When do the batteries need replacing?**

Our system’s analytics will know and will notify you when it’s time to change the batteries.

**Are the Batteries Recyclable?**

Yes! The type of batteries Silent Power uses in the OnAlert™ are one of the most highly recycled products. Its best to check with your local recycle center for the recycle process.

**How does OnAlert™ standby power systems compare to traditional generators?**

Traditional generators typically require outdoor installation and a fuel supply and can take up to 30 seconds to switch-over to backup power. Traditional generators are noisy and release emissions, preventing installations in areas with HOA restrictions. Additionally, traditional generators require regular exercising and routine maintenance. The OnAlert™ is maintenance free, requires an indoor installation and provides instant, clean, quiet energy with an immediate switch over (less than 30 milliseconds) to protect power sensitive equipment such as computers and other electronics.

**Can the OnAlert™ be stacked (linked)?**

No, each OnAlert™ operates independently.

**What additional equipment is required to install an OnAlert™?**

- Secure load sub-panel
- One or more combiner boxes
- Charge Controller
- Associated conduits and wires

**What is the warranty for OnAlert™?**

The warranty for OnAlert™ covers:

- 2 years on parts
- 18 months on batteries

**What is the difference between OnAlert™ and OnDemand™?**

The OnAlert™ is strictly for standby power in the event of grid failure or lack of solar energy production. OnDemand™ is a smart grid energy storage solution that allows for renewable energy production to be stored and used at a later time or put back on the grid.

**Can an OnAlert™ be upgraded to an OnDemand™?**

No, wiring complications and the product's compliance with UL safety standards prohibit this.