



Solving Installation Challenges During COVID-19 Pandemic

PROBLEM

In early 2020, Prodiel – the third largest solar EPC provider in the world – enlisted U.S.-based NRG Systems to provide complete solar resource monitoring solutions (NRG SRM Systems) for two utility-scale solar PV plants in Chile. While Prodiel served as the EPC for both projects, the two plants were otherwise independent from each other, requiring their own unique system configurations and logistical considerations, involving extensive collaboration between NRG and stakeholders in Spain and Latin America. NRG is well-versed in navigating global projects, but when COVID-19 brought the world to a halt in March 2020, unforeseen challenges with travel, training, and installation emerged.



Image courtesy of Prodiel.

SOLUTION

As part of their turnkey approach to solar measurement solutions, NRG often sends its Technical Services team or a regional partner to provide on-site training and installation support. When travel was no longer a viable option, NRG Systems worked with Prodiel to create an alternate plan that involved training an on-site technician remotely. NRG crafted a comprehensive training package for each project that included detailed installation manuals with engineering drawings and step-by-step visual guides; video tutorials; and remote data logger installation and configuration services.

RESULTS

Despite a lack of experience installing NRG measurement systems, challenges presented by remote installation locations, and time difference and language considerations, the customer was able to install the SRM Systems at both projects without on-site supervision. At the customer's request, NRG helped select a consultant to perform a post-installation assessment of the SRM Systems. NRG then worked with Prodiel and other stakeholders to correct any minor configuration issues found during this inspection. Both projects have been successfully commissioned and are operating as expected.

BENEFITS

The unparalleled ease-of-use of NRG Systems' products, the remote capabilities of its SymphoniePRO Data Logger, and the comprehensive yet accessible engineering documentation provided for each project all played a significant role in getting these SRM Systems installed on time, despite unprecedented challenges. Exemplary post-sale service, including near-immediate responses to system issues and NRG's willingness to problem-solve alongside its customer, has ensured a successful commissioning process and has given the customer peace of mind that high-quality solar resource data are being collected at both project sites.

NRG's close involvement with these projects has been fundamental to their success. Thanks to the excellent training of Prodiel technicians, together with NRG's ability to solve problems and meet the requirements presented, it has been possible to achieve our project objectives despite unexpected challenges.

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