



Alerts and Troubleshooting

Email Alerts

If there is an electrical problem or the system stops transmitting data for any reason, an email alert will be sent to BEF and someone at the host facility. It is important that BEF knows who should receive these alerts at the school, and to notify us if this contact ever changes.

Troubleshooting

If you receive an email alert:

1. Check to see if energy production and weather data is being displayed on the online view. If data is being produced, the alert may be a false alarm and nothing to worry about. Contact Fat Spaniel Technologies to verify that it was a false alarm.
2. If data is not being produced, then there may be a malfunction with the data monitoring or the energy production. Please contact BEF and Fat Spaniel Technologies for troubleshooting support.
3. Most malfunctions are easy to correct and require little knowledge of the system; it may be as simple as restarting the data monitoring system or rebooting the PV system.
4. If there is a problem communicating through the school network, then some network settings may need to be adjusted or a software utility will need to be run to correct the Fat Spaniel Hardware. Please have your school IT technician contact Fat Spaniel Technologies.

If the problem cannot be easily fixed, a licensed electrician should be able to correct the malfunction.