



Customer Success Services



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Customer success services



Ampacity has established itself as the leading US provider of single axis solar trackers for small to medium scale utility projects. This has been achieved by focusing on rapid iteration design engineering, value-add logistics, and turnkey in-field deployment. In a continued push to create the most effortless customer experience in the industry, the Ampacity Customer Success team is proud to offer the following services.

TRAINING SERVICES:

- Demo row build
- Site management training
- Pre-kit training
- Foundation installation training
- Mechanical installation training (golden row)
- Quality scorecard

Demo row training



For customers who would like Ampacity to travel to a designated location and build a tracker row for training purposes, demo row training will be the choice for you. This service is primarily geared toward union houses and training centers interested in providing a hands-on learning experience for their members. Demo row builds are not specific to any solar jobsite and instead can be installed anywhere the customer has the required footprint. The training can be tailored to the customers' requirements, but usually consists of an in-class training led by one of our highly skilled installation professionals and an in-field training where trainees have a chance to apply what they learned directly to a tracker build. Demo rows can be requested to be temporary (requiring no engineering stamps) or permanent (requiring engineering stamps). Ampacity offers various demo row design options depending on customer requirement and available space.

FEATURES:

- In-class training
- In-field hands-on training
- Complete demo tracker row build
- Not specific to a solar jobsite
- May be temporary or permanent
- Option of leading tracker models
- 3 - 5 days average duration

Contact the Ampacity customer success department at success@ampacity.com.

Site management training



Ampacity approaches site management strategically to ensure an organized and efficient receipt, laydown, and shakeout of solar tracker materials. Our site management principles are put into action at the warehouse level before any hardware is shipped. A structured site plan including color coding critical components before shipment, verifying shipments against the BOL/BOM, and staging like materials in easily accessible rows for shakeout are all important elements of our process. Training will generally take place before or during the arrival of tracker components to site. Ampacity offers job specific site management training for clients looking to create a well-organized site plan to ensure the right part gets to the right place at the right time.

FEATURES:

- Onsite job specific training
- Color coding best practices
- Shipment verification and receipt
- Material staging and shakeout
- Option of leading tracker models
- 1 - 5 days average duration

Contact your designated Ampacity project manager for more information.

Pre-kit training



Ampacity attributes much of its customer success to work efficiency and pre-kitting. We work smart by pre-assembling tracker components at every available opportunity. This approach both simplifies infield logistics and reduces total labor requirements by kitting components into easily installable assemblies. Training will typically take place once tracker components are onsite but before tracker installation begins. Ampacity offers job specific onsite training for clients who would like to learn our pre-kit methodology to improve overall efficiency.

FEATURES:

- Onsite job-specific training
- Assembly level pre-kit instruction
- Hands-on walk through of kitting steps
- Option of leading tracker models
- 1 - 5 days average duration

Contact your designated Ampacity project manager for more information.

Foundation installation training



From pile shakeout to driving, Ampacity is your go to source for foundation installation training. We employ multiple quality checks during our foundation installation process via tape measure, level, string line, and laser to ensure we install plumb and straight every time. Building QC into our process as we go minimizes the need for costly rework and establishes a sound foundation upon which the rest of the tracker system will be built. Training may take place once all foundation material is delivered to site. Ampacity is pleased to provide onsite job specific foundation installation training for any client eager to learn from our best practices.

FEATURES:

- Onsite job-specific training
- String line and laser training
- QA/QC checks
- Pile driving best practices
- Option of leading tracker models
- 1 - 5 days average duration

Contact your designated Ampacity project manager for more information.

Mechanical installation training (golden row)



To ensure our customers are confident and ready for their full tracker installation, Ampacity offers onsite job specific mechanical installation training. Our skilled installation professionals will guide the onsite field crew through the construction of a full tracker row from pile to panel. This type of training is often referred within the solar industry as “Golden Row” training. The golden row will be built according to Ampacity best practices and will act as a standard reference point for the field team as they continue their tracker installation. Training may take place once all tracker components have been delivered to site. Ampacity is pleased to offer mechanical installation training for any client looking to emulate the highest quality standard in solar tracker construction.

FEATURES:

- Onsite job-specific training
- Mechanical installation best practices
- Golden row guided build
- QA/QC checks
- Option of leading tracker models
- 1 – 5 day average duration

Contact your designated Ampacity project manager for more information.

Quality scorecard



For customers who have the front-end training they need but would like a highly qualified third party to inspect and audit the mechanical installation, Ampacity offers our Quality Scorecard. The Quality Scorecard involves a thorough walkthrough and inspection of the mechanical installation from pier to module. Our team of professionals will provide a detailed scorecard covering all portions of the tracker build with value deductions made for any issues found. The final document will provide a clear map of what went well and what can be improved upon based on Ampacity's best practices. The Quality Scorecard service offers a useful guide for customers when planning future training and targets specific areas of need.

FEATURES:

- Onsite job-specific service
- Full tracker installation quality review
- Categorical value-based scoring
- Can be executed in stages or all at once
- Option of leading tracker models
- Duration dependent on job size/complexity

Contact your designated Ampacity project manager for more information.