

The tracker has a price. The relationship has a lifespan

A solar tracker is chosen once, but the relationship with its supplier can span three decades. From simplifying installation to coordinating project milestones and deliveries, customer feedback can improve both the equipment and the way projects are delivered.



Global solar tracker shipments exceeded 134 GWdc in 2025, an increase of 19% on the previous year, according to Wood Mackenzie's Global solar tracker market share report 2026. Utility-scale solar accounted for approximately 59% of new global photovoltaic (PV) capacity that year, according to IEA PVPS.

As tracking technology matures and products become more standardised, the way suppliers respond to customer feedback will increasingly influence which projects they win. Developers and engineering, procurement and construction (EPC) contractors have more to consider than the equipment itself.

A tracker is selected at one point in time for a solar facility expected to operate for 25 to 30 years. Its requirements may change during that period, from resilience to extreme weather to different approaches to land use. Some can be anticipated during development. Others will emerge later.

The risks associated with choosing a supplier therefore extend beyond signing the contract or taking delivery. Will that supplier still be picking up the phone years later? And will it be able to turn what it hears into practical improvements?

These questions deserve attention alongside technical specifications, price and delivery when assessing a tracker supplier.

Product development: complexity multiplied by thousands

Take installation. On paper, an additional component, bolt or assembly step may appear negligible. On a solar project where the same action is repeated hundreds or thousands of times, its effect on time and cost can be substantial.

Installation complexity is one of the less glamorous challenges of solar tracking. An easier assembly step may never warrant a product launch or press release, but it matters to the people building the system. Each additional task takes time, requires coordination and creates another opportunity for an error.

That raises a useful question: how much of this work could be completed before the equipment reaches the construction site?

Feedback from EPCs and installers helped inform the development of the L:TEC family, with particular attention to making installation easier. Its architecture already addressed several sources of assembly complexity. Extending preassembly across both one-in-portrait (1P) and two-in-portrait (2P) configurations took that approach further, moving more work into the factory.

According to IDEEMATEC, the installation concept reduces installation time by 18 to 23%, depending on the configuration, and reduces the number of component types by up to 33%.

The company also reports up to 30% fewer screw types and up to 25% faster assembly for the installation step using IDT Fastlock. The company has confirmed that these two figures are measured against the previous installation method and are supported by both internal testing and field testing on projects.

Simplifying installation does not reduce the engineering demands on the finished system. According to IDEEMATEC, the L:TEC family combines multiple locking and decoupled drive technology to provide stability under wind loading.

Making the tracker easier to assemble requires careful engineering, particularly where a change affects several components or installation stages.

Each improvement addresses a specific task. Together, they show how feedback from installation teams can help remove unnecessary work from a standard product.

Listening can lead to simplification

Field experience reveals where a sound design becomes difficult to work with. A component may be awkward to handle, an assembly sequence may require unnecessary movement or a fastening arrangement may take longer than expected.

Engineers can use that information to remove, combine or redesign parts. An observation from one construction site can then improve the equipment delivered to the next.

The task is to understand the problem behind a request and decide whether addressing it would benefit other customers too. Responding to every request with a bespoke modification could quickly undermine the consistency that makes a standard tracker practical to manufacture and install.



Preassembly provides a useful example. Installation experience informs product development, and the revised product changes how subsequent teams work. That exchange can continue after delivery as customers gain more experience with the equipment.

Project execution: when the plan meets the project

No solar project unfolds entirely on paper. Development, procurement, delivery, construction and commissioning depend on decisions and information passing between developers, EPCs, suppliers, logistics providers and installation teams.

Even a carefully prepared plan may encounter conditions that differ from those anticipated months or years earlier.

A supplier can deliver exactly what was agreed in the contract and still leave the customer with a problem. A change elsewhere in the project may affect the installation sequence, delivery schedule or information needed to proceed. Recognising that change and bringing the relevant people together can prevent a small issue from becoming an expensive delay.

Timing matters. When must the customer decide on a module? When is a confirmed two-dimensional layout required? At what point must geotechnical survey results be available?

These decisions need to remain aligned as the project moves towards construction.

IDEEMATEC's maturity-level process sets out the information and material deliverables required from each party and coordinates them with the customer's internal procedures.

In a recent project with a mid-sized developer, the company reports that this approach helped both teams work through critical milestones together, addressing potential misalignment before it affected construction.

There are limits to flexibility. A project team cannot reshape every procedure around every request, particularly when several projects are running at once. Predictable processes and consistent requirements help everyone plan their work.

The judgement lies in deciding which adjustments will help the project and which established procedures need to remain in place. Sometimes the useful change concerns something much less visible than the tracker itself.

Supply chain and logistics: the small things are only small once

Packages rarely make the headline of a solar project. Until somebody cannot find the right one.

Labelling, markings and packaging may receive little attention during a tracker tender. On a construction site, they can affect how quickly crews identify materials, move them to the right location and begin work.

An unclear label on one package is an inconvenience. Repeated across a large delivery, it can mean time spent searching, checking and moving materials that should already be ready to use.

Customer feedback has led IDEEMATEC to adjust package labelling, markings and packaging. These changes do not always require a formal product development cycle. An issue can be discussed, assessed and, where appropriate, addressed through a practical adjustment.

Such work rarely produces a headline case study. Its value becomes apparent to the people dealing with the delivery.

Customer focus can sound grand when described at corporate level. In practice, it may involve asking why something is packed, labelled or delivered in a particular way, and whether that method still works for the people receiving it.

Not every piece of feedback needs a committee, a development programme or a new product generation. Sometimes it needs a clear decision and a change to the next delivery.

One principle, three different outcomes

Product development, project execution and logistics may sit in different parts of an organisation. Customers experience them as parts of the same relationship. They remember the logo and company name.

A difficult assembly step, a missed project decision or a poorly identified delivery can all affect their view of the supplier. They need the relevant team to understand the problem and take responsibility for resolving it.

Customer experience gives engineers and project teams information they cannot obtain from a technical specification alone. It helps them identify where a design, procedure or delivery arrangement needs attention.

The challenge is to use that information while retaining the consistency that customers also depend on. A standard product needs to remain predictable, and improvements should make it easier to work with across successive projects.

Choosing today, operating tomorrow

For EPCs and developers, this matters when comparing suppliers. Technical specifications, price, bankability, performance and delivery remain central to the decision. An expected operating life of 25 to 30 years also warrants a closer look at the working relationship.

A supplier selected today will need to respond to circumstances that neither party can fully predict. Its ability to listen, coordinate its teams and make practical improvements deserves consideration, even if those qualities are difficult to capture in a datasheet.

The question for developers and EPCs therefore extends beyond what a supplier can offer when the contract is signed. Years later, when the requirements change or an unexpected problem appears, will it still be listening?

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