

RULES FOR REPORTING INVERTER CLAIMS

For efficient handling of the service issue, and to help the service technician understand the problem, please provide information about:

- 1) The model and serial number of the device;
- 2) Names of installations on the monitoring portal (if any);
- 3) The full name of the entity reporting the fault and contact information, preferably the installer responsible for the installation (name, phone number, email address);
- 4) The error code, or in the absence of a code, a description of the fault that is as comprehensive as possible;
- 5) A scan of the proof of purchase of the product;
- 6) Parameter values from the DC voltage side. Measure basic parameters such as the reciprocal voltage between poles; and the ground on each of the connected strings;
- 7) Parameter values from the AC voltage side:
- 8) Measure phase voltages, phase-to-phase voltages, and parameters between the neutral N and ground PE conductors;
- 9) Information on inverter software version, last errors, country settings;
- 10) Collection address for the defective device and contact information for the courier.





GOODWE

your solar engine

If the inverter is damaged **GoodWe** inverters, please contact the manufacturer's service department directly in Polish, English or German.

To make a warranty claim, submit a claim or use one of several options available:

Email notification to service.pl@goodwe.com

By phone:

PL: +48 (62) 75 38 087 (LetMeRepair Kalisz)

DE +49 421 83570-170 (GoodWe DE Service)



WWW.B2B.KENO-ENERGY.COM

WWW.KENO-ENERGY.COM