

INVERTER COMPLAINT PRINCIPLES

To ensure efficient examination of a service request and facilitate understanding of a problem by the service staff, please provide the following information:

- a) Model and serial number of a device,
- b) Installation name on the monitoring portal (if any),
- c) Full name of the entity reporting a defect, preferably the installer responsible for installation,
- d) Error code, or an exhaustive description of the defect, if an error code is missing,
- e) Scanned proof of purchase of the product,
- f) Values of the parameters on the DC voltage side:

You should measure the basic parameters, such as the mutual voltage between the poles and grounding at every chain connected.

- a) Values of the parameters on the AC voltage side:

You should measure phase voltage, line-to-line voltage and the parameters between the neutral wire N and ground wire PE.

- b) Information on the software version of the inverter, recent errors, national settings
- c) Installer's information, such as name, surname, phone number e-mail address
- d) Address to collect the broken device and contact details for a courier





In case of a breakdown of a **Fronius** inverter, please contact directly the producer's service centre in Polish language.

To report a guarantee claim, you should:

Report a defect directly after its discovery through a service request form available at:

<https://solar-sos.fronius.com/login>

Send the service request to:

pv-support-poland@fronius.com

Or use the website of Fronius Solar Online Support:

<https://tw.s.fronius.com>

The technical support staff in Polish should be contacted by phone at:

+48 32 621 07 08