

INVERTER COMPLAINT POLICY

In order to deal with the service issue efficiently, and to make it easier for the service provider to understand the problem, information should be provided on:

- a) The model and serial number of the equipment;
- b) Name of the installation on the monitoring portal (if any),
- c) The full name of the entity reporting the fault, preferably the installer responsible for the installation
- d) The error code, or failing that, a description of the fault as comprehensive as possible,
- e) A scan of the proof of purchase of the product
- f) Parameter values from the DC voltage side:

Measurements should be taken of basic parameters such as the reciprocal value of the voltage between poles, and the ground on each of the connected chains.

- g) Parameter values on the AC voltage side:

The phase voltages, the phase-to-phase voltages and the parameters between the neutral conductor N and the earthing conductor PE should be measured.

- h) Information on inverter software version, last errors, national settings
- i) Personal data of the installer, i.e. name, surname, telephone number, e-mail address
- j) Collection address and contact details for the courier service





If a Solar Edge inverter is found to be defective, contact the manufacturer's service department directly.

To make a warranty claim, use the online application:

www.solaredge.com/service/support/cass

Be chat on the Solar Edge website accessible by logging in as an installer or installation owner:

<https://www.solaredge.com/pl/service/support/kb?mode=installer>



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