

# FoxESS 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 and respective pictures,
- g) Values of the resistance measurements of the wire insulation on DC side and respective pictures,
- h) Values of the measurements of phase voltage, line-to-line voltage and between the neutral wire N and ground wire PE, with respective pictures,
- i) Information on the software version of the inverter, recent errors, national settings,
- j) Address to collect the broken device and contact details for a courier.



In case of a breakdown of a FoxESS inverter, please contact directly the producer's service centre. To report a guarantee claim, use one of the following available options:

a) via e-mail at:

[service@fox-ess.com](mailto:service@fox-ess.com)

b) by phone:

**+48 727 012 923**



WWW.B2B.KENO-ENERGY.COM

WWW.KENO-ENERGY.COM