

PIKO Inverter Complaint Form

Reporting Person: _____ Reporting date: _____

Commission: _____

Contact and address

	Installer
Name	
Contact person:	
Street / No:	
ZIP / City	
Phone No:	
E-Mail:	

	Owner / Plant site	Other delivery address
Name		
Contact person:		
Street and No:		
ZIP / City		
Phone No:		
E-Mail:		

Delivery address: Installer Owner / Plant site Other delivery address

Device and plant information

Inverter type: _____ Date of initial start-up: _____

Serial No.: _____

Inverter connected to PIKO Solar Portal / Suntrol Portal

Inverter already updated? Yes No

Current software version: UI Version _____ FW Version _____

Mounting place (indoor, outdoor, cellar ...) _____

Special conditions (Temperature, moisture) _____

Is an additional RCD installed? Yes No

If so, what is the trigger characteristic _____ mA Type A Type B

Plant layout

	Manufacturer	Module type	Modules per string	Strings per input
Input A				
Input B				
Input C				

For PIKO 5.5 / 10.1 would it be ok. to use a 2-string inverter? Yes No

Are module optimizer (Tigo, Solaredge etc.) installed? Yes No type _____

Parallel connection of input A and B:

Bridge in usage? Yes No Parallel detection activated?* Yes No

*The parallel connection has to be activated depending on the inverter version with the Software PSD-Tool or in the settings menu of the inverter.

Note: Should an exchange been done based on the information given here, costs may arise according to our warranty conditions.

Measurements

Voltages [V]		Display	measured
DC Generator	Input A		
	Input B		
	Input C		
AC Grid	L1		
	L2		
	L3		

Current [Amps]		Display	measured
DC Generator	Input A		
	Input B		
	Input C		
AC Grid	L1		
	L2		
	L3		

Mandatory in case of insulation errors Insulation resistance (Probe Voltage 1000V)			
PV Generator	Input A	Input B	Input C
Measured [MΩ]			

Behavior of the inverter

Operating mode at display:

- Starting
- Operating mode off Idle mode
- Feed-in MPP Feed-in regulated
- Event code: _____
- Others: _____

LED	On	Off	Flashing
green	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
yellow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
red	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which values are shown at the display?
 Values xxx 000

Event description:	Inverter is feeding in?	Yes	No

Event present since _____ permanent sporadic

Does the behavior change after a DC- and AC-restart? Yes No

(In case of devices of the new generation please disconnect the generator cables too)

Settings for power limitation

- Is a ripple control receiver connected? Yes No
- Power limitation on a fixed level? Yes No Limit _____
- Dynamic power limitation? Yes No Limit _____
- If dynamic power limitation:
- per setting in the inverter
- external setting (ext. data logger, battery storage) manufacturer/type _____

PIKO BA-Sensor connected? Yes No

Is a battery storage installed? Yes No If so, on AC- or DC-side: AC DC

Manufacturer, type _____

Are additional inverter in the plant? No Yes, how many _____

Note: Should an exchange been done based on the information given here, costs may arise according to our warranty conditions.

