

Service

5 steps to replacing your inverter

1. Step: Request replacement device



Contact our service hotline. Please have the following information ready: device type and serial number, as well as commissioning date. If possible, the error code shown on the display.

2. Step: Take receipt of replacement device



If we can't help you further on the telephone, we will quickly send you a completely refurbished replacement device. In the package you will also find a return slip (RMA) with a collection date for your defective device, important instructions for processing the return and a peel-off return label.

3. Step: Pack defective inverter



Pack the defective inverter together with the red-labelled transport lid in the original packaging of the replacement device prior to the indicated collection date. Apply the return label to the top of the package.

4. Step: Check readiness for pick-up on the pick-up date



Please check whether the collection date we have specified is convenient for you and whether the collection address shown on the return label is correct. Is everything OK? That leaves only step 5.

5. Step: Hand parcel over to parcel service



Hand the lower section of the RMA to the parcel service, and have the handover confirmed on the RMA. We will pay for the transport costs.



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