

HUAWEI 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 and provide access to the view of the installation (if any),
- c. Full name of the entity reporting a defect, preferably the installer responsible for installation,
- d. Error code (if any), and possibly exhaustive description of the defect, pictures, videos presenting the defect,
- e. Scanned proof of purchase of the product,
- f. Values of the parameters on the DC voltage side:

You should also measure the basic parameters and provide pictures presenting the connection place of cables of the meter, measuring range set and the measurement received, such:

- g. AC voltage, phase voltage, line-to-line voltage measured at the connection plug to the inverter,
- h. Voltage between the ground wire and the neutral wire measured at the connection plug to the inverter,
- i. DC voltage measured at the wires connected with the inverter,
- j. Resistance of the wire insulation on the AC side at the test voltage of 500V, and on the DC side at the test voltage of 1000V

Moreover, you should export the inverter log file and attach a video presenting LED signals.

Measurement should be entered into the sheet in the link below, together with pictures, and uploaded in one of the file servers, such as wetransfer.com, in attachment to a complaint request.

[Measurement sheet](#)



If a defect of a **Huawei** inverter is detected, it is the Polish distributor that is the first line of support for the end customer. It should be contacted via phone or e-mail .

A guarantee claim should be reported directly after detection of a defect to:

serwis@keno-energy.com

To contact the technical support staff in Polish, call:

+48 724 630 013

+48 721 326 013

+48 695 159 013