



Ecotal

YOUR PHOTOVOLTAIC PARTNER

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🌐 www.ecotal.com

Manufacturer	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
	<p>Contact SMA hotline at 015/286730 or introduce an online request on the SMA Service Center.</p> <p>https://my.sma-service.com/</p>	<p>SMA analyses the request and determines if the device must be replaced or not.</p> <p>If yes : the replacement device is sent within 2 or 3 working days.</p> <p>If not : end of the procedure.</p>	<p>Reception and installation of the new device.</p> <p>(+ exchange of the transport cover coming with the device).</p>	<p>If device to send back is < 40 kg : GLS will pick it up within 10 working days.</p> <p>If device to send back is > 40 kg : send an email to return-order@sma.de in order to organize the pick up.</p>	<p>Submit the request for the financial compensation (min 120€ / intervention). /!\ valid for maximum 1 year</p> <p>The financial compensation if only possible if the device is under manufacturer's warranty or confort warranty extension.</p>	<p>After SMA has checked the defective device, the financial compensation will be paid to the client.</p>
	<p>Contact Huawei by email eu_inverter_support@huawei.com with service.benelux@wattkraft.com in copy.</p> <p>Hotline : 0080 03 38 88 888</p> <p>Join to this mail the logs (accessible on the portal) + pictures of measurements on AC, DC sides and of the LEDs.</p>	<p>Huawei analyses the request and determines if the device must be replaced or not.</p> <p>If yes : step 3.</p> <p>If not : end of the procedure.</p>	<p>Reception and installation of the new device.</p>	<p>Huawei organizes the pickup of the defective unit at his own costs. The client needs to make sure that the device is available within 2 weeks from the delivery of the new device.</p>	<p>Submit the request for financial compensation (90,91€) by filling the Huawei Excel file.</p> <p><i>The file can be forwarded by Ecotal upon request.</i></p>	/
	<p>Contact Goodwe on service.nl@goowe.com or at +32 3 808 71 67</p>	<p>Goodwe analyses the request and determines if the device must be replaced or not (DC/AC photos, ... could accelerate the process)</p>	<p>Reception and installation of the new device.</p>	<p>Keep the defect device during 3 months until Goodwe claim it.</p>	/	/
	<p>Contact Growatt on service.nl@ginverter.com Yo could directly create the warranty ticket on OSS (Service Hall > Replacement Claim > + Add the Replacement claim)</p>	<p>Growatt analyses the request and determines if the device must be replaced or not (DC/AC photos, ... could accelerate the process)</p>	<p>Reception and installation of the new device.</p>	<p>Keep the defect device during 3 months until Growatt claim it.</p>	/	/
	<p>Contact SolarEdge (4 possibilities) :</p> <ul style="list-style-type: none"> - Fill in a request on the website - Fill in a request in the SetApp - Use the website chat - Call the hotline (only if you're on site) <p>Belgium 0800/76633 France +33 800/917410 Netherlands +31 800/7105</p>	<p>SolarEdge analyses the request and determines if the device must be replaced or not.</p> <p>If yes : the replacement device is sent within +- 2 working days.</p> <p>If not : end of the procedure.</p>	<p>Reception and installation of the new device.</p>	<p>Fill in the "Pickup link" sent by email by SolarEdge.</p> <p>Once SolarEdge has received the Pickup notification, they will arrange the pick up of the defective device.</p> <p>http://pickup.fc-tc.com/requests.aspx</p>	<p>If the installer is "SolarEdge Advanced", he can ask for a financial compensation (between 100€ and 150€).</p> <p>In order to be Advanced, the installer must follow a special SolarEdge training.</p>	/
	<p>Contact Enphase through the Self-service tool available on the Enlighten Manager or the Tool Kit app.</p> <p>Second option is to call the hotline : Belgium +32 (0) 2 588 5469</p> <p>https://enphase.com/en-in/service-shortcuts-installers</p>	<p>Enphase analyses the request and determines if the device must be replaced or not.</p> <p>If yes : Enphase will send a replacement device.</p> <p>If not : Enphase will give detailed instructions to analyse failure state and fix the issue (end of the procedure).</p>	<p>Two possibilities :</p> <ol style="list-style-type: none"> 1) Wait for the new device sent by Enphase and replace the defective unit of the installation. 2) Use a device from your stock to make the replacement faster and put the new device back in the stock. <p>Then, replace the defective serial number with the new serial number in Enlighten Manager via the Self-Service tool.</p>	<p>Use return labels provided with RMA shipment to return defective devices to Enphase.</p> <p>Free pick-up by FedEx with the return label documentation and pre-paid shipment number.</p>	<p>Submit the request for financial compensation through the "Settings" menu of Enlighten Manager.</p> <p>Amount :</p> <ul style="list-style-type: none"> - 125€ for Envoy or microinverter replacement and 25€ extra for each microinverter replaced on the same system. <p>For the financial compensation to be accepted, the unit installation date must be within 2 years of the claim date.</p>	/



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Manufacturer	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
	<p>Contact the hotline : France +33 139331233 Austria (English) +43 72422415670 or send an email to pv-support-france@fronius.com</p> <p>If installer is FSP (Fronius Service Partner), the request can be fill in online via SOS Fronius.</p>	<p>No online form to fill in, everything can be organized through the phone or by emails.</p> <p>If the device needs to be replaced, Fronius sends an email confirmation with a PDF file explaining the procedure to follow in order to send back the defective material (DHL Express).</p> <p>/!\ The installer must have a customer number at Fronius (if not, he will receive a link to create an account).</p>	<p>Reception and installation of the new device.</p>	<p>The installer must send the defective unit back to Fronius (following the instructions received by email) within 30 days. If the deadline is exceeded, the material will be invoiced.</p> <p>In case of trouble, contact pv-service-france@fronius.com with pv-support-france@fronius.com in copy.</p>	<p>The defective unit is analysed by Fronius.</p> <p>If Fronius is responsible of the problem, the installer will receive a financial compensation (between 75€ and 125€).</p> <p>If the problem is from an external origin (lightning, overvoltage, installation defect, ...), the repair of the device is invoiced to the installer.</p>	<p>Invoice the financial compensation within 2 months after the reception of the 0€ invoice from Fronius.</p>
	<p>Contact EVBox by phone at +32(0)3/303.44.04</p>	<p>EVBox analyses the request and creates a ticket (the ticket number is communicated to the client).</p> <p>Level 1 support analyzes the situation and contact the client in order to find solutions.</p> <p>If the problem can't be solved on the phone : step 3.</p> <p>If the problem can be solved on the phone : end of the procedure.</p>	<p>A technician comes on site with the necessary spare parts.</p>	/	/	/
	<p>If an installer suspects a faulty product, he should contact support either by e-mail (support@smappee.com) or by telephone (056 38 02 11). Smappee will analyse the case and check with the installer that the bollard is indeed faulty.</p>	<p>If the charger or a component is faulty, the installer will receive an RMA ticket by e-mail with a document (https://smappee.zendesk.com/hc/article_attachments/13248836816276) that he must fill in with the bollard's details and the reason for the return. He can then either organise a pick-up at his premises by providing us with details of the location. The RMA sheet must be stuck to the charger box.</p>	<p>Smappe returns a charger as soon as it has received the details. No need to wait for the terminal to be returned to Smappee.</p>	<p>Please note that if the charger returned is not actually faulty but has been incorrectly installed, the charger will be returned and the charger under warranty will also be invoiced.</p>	/	/
	<p>Consult the Smart Assistant on the website, or here: https://help.easee.com/fr The support number, for installers only, is available in the Installer App. They are available by phone between 09.00 - 15.00 on weekdays.</p>	<p>Charging systems are equipped with an E-SIM card, which is activated by default and free of charge for the life of the charger, so we can carry out remote troubleshooting. In 98% of requests for assistance, we solve the problem without calling in an on-site installer.</p>	<p>If you have not contacted the service by telephone, fill in a ticket on https://support.easee.com/hc/fr/requests/new.</p>	<p>The support team will provide appropriate remote assistance. The Easee/Equilizer must be powered up and the serial number retained.</p>	<p>The support team will diagnose the problem and provide you with the procedure for obtaining a new charger. Do not replace the appliance without prior authorisation. The warranty could be refused.</p>	/