



INVT Australia Service procedure and information needed

1. *Turn off switch in main box that is labeled PV/Solar array*
2. *Turn off DC Isolator switch at inverter. (This may be slightly difficult, dial will turn).*
3. *Leave for 10 minutes*
4. *Switch on Inverter*
5. *Switch on PV/Solar array AC circuit breaker switch in main box.*
6. *Note any fault lights or fault codes*

Shutting down the system will allow the system to completely turn off and re-boot, possibly fixing and technical issues that may be present, just like a normal computer. If the issue/fault is still present after the shutdown procedure, then it will likely need a service call. Before we send our technician on site or submit, we will need you to provide some photos and information:

1. *Photo showing the inverter model number and serial number (normally you can find this on a sticker on the right side of the inverter)*
2. *Photo showing the Error Code on the inverter screen*
3. *Photo showing the overview of Inverter and DC isolators (installation)*
4. *Information of the customer or owner including Name, Address, Phone number, Model number of inverter and a brief for the error description.*

For further information required, please do not hesitate to call our service engineer Kevin Wang directly on 04 0650 6055 / wangjunqiang@inv.com.cn during business hours Monday to Friday (9:00 am - 5:00 pm).