

# How to Return Your Inverter for Repair

Click [this link](#) to pay for Inverter Service:

**Your representative will provide you  
with the address for mailing your  
inverter.**

**A PRE-PAID, non-refundable service charge of \$195 USD is required.** When your payment is received, we will begin the process to test your inverter and will email you a test report. We will fix any minor issues during the initial bench time, up to 2 hours of bench time will be used to provide service to your inverter. The link above can be used to prepay and complete the transaction, or you can include payment in the form of a check or US money order when you send your inverter to us for servicing.

Print out this letter and include with your inverter with the following information:

Date  
Name  
Address  
Phone #  
email  
RMA #  
Model #

Should your inverter need major work/parts or cannot be repaired in the first two hours, then we will contact you with an estimate of charges and suggested options.

If your inverter is determined to be too costly to repair, then **we will forward the original service payment of \$195, that you already paid, towards the purchase of a new or refurbished SMA or Magnum brand inverter replacement.**

**NOTE: If you would rather purchase a new or refurbished inverter from us instead of sending your old inverter for a bench service test, let us know. We will recycle your old inverter for free! Just place your old inverter into the box that your new inverter came in and we will send you a return shipping label. This is a free service to keep inverters out of landfills. This offer is only for customers who purchase from us.**

Once you have sent us your inverter, please notify us at [sales@youlovesolar.com](mailto:sales@youlovesolar.com). Please send us a tracking number, so we may know where the item is and the expected delivery time. (You can save shipping costs by dropping off your inverter with us at 111 Bank St. Grass Valley, CA 95945. (530) 273-4895)

Shipping in both directions are the responsibility of the customer. Please allow up to 21 days for servicing your old inverter. (Most inverters can be repaired in 10 business day or less)

**Instructions for Customer: *Please answer as many questions in this form as possible, so our technician can better understand the service related problem.***  
Contact our inverter Service Center, Solar CowboyZ at (530) 273-4895 or (360) 435-8826 for over-the-phone-support.

### **Inverter/Solar System Trouble Shooting and Service Report**

Customer Name \_\_\_\_\_

Email \_\_\_\_\_

Phone Number \_\_\_\_\_

Billing Address \_\_\_\_\_

Shipping Address \_\_\_\_\_

### **Parameters of System**

1. What inverter brand do you own? \_\_\_\_\_

2. What is the model number? (NOT Serial #, usually located on the side of the inverter label) \_\_\_\_\_ (Example: Sunny Boy SB2500U)

3. What are the problems/symptoms with your inverter?

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4. WHO INSTALLED YOUR SOLAR INVERTER AND SOLAR SYSTEM and when?

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5. **Do you need a service technician dispatched to your site?** yes\_\_\_\_\_no\_\_\_\_\_

Indication of failure (inverter meter reading)

6. Are there any indicator lights working on your inverter? yes\_\_\_\_\_no\_\_\_\_\_

7. If there are indicator lights working on your inverter, which lights are on?

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8. If there are indicator lights that work on your inverter, are they steady or are they blinking? \_\_\_\_\_

9. If you have a meter installed on your inverter, are there any error codes indicated? If so, what does the error code say? \_\_\_\_\_

**Solar questions (If Applicable)**

10. How many solar panels are in your system (if any)? \_\_\_\_\_

11. What brand are your solar panels (if any)? \_\_\_\_\_

12. What Model are your solar panels (if any)? \_\_\_\_\_

13. How many watts per solar panel (if any)? \_\_\_\_\_

Off-grid systems (Boats, RV's Cabins, Off-grid Homes, etc..)

14. Do you have a gas or diesel generator in your energy system (if any)? \_\_\_\_\_

15. Do you have batteries in your energy system (if any)? \_\_\_\_\_

16. If you have batteries, what NOMINAL DC voltage is your system?

(mark one) \_\_\_\_\_ 12 \_\_\_\_\_ 24 \_\_\_\_\_ 48

17. If you have batteries, what is the EXACT VOLTAGE READING on your batteries?

\_\_\_\_\_ Resting no/load \_\_\_\_\_ Light Load \_\_\_\_\_ Heavy Load \_\_\_\_\_

18. Do you have any other charging sources? yes \_\_\_\_\_ no \_\_\_\_\_

\_\_\_\_\_ wind? \_\_\_\_\_ Generator

\_\_\_\_\_ other? \_\_\_\_\_ Utility Grid

These next questions below are for a **QUALIFIED TECHNICIAN ONLY**.

1. What is the AC voltage reading on the output terminals of the inverter? (L1 N P)

2. What is the DC voltage reading on the input terminals of the inverter? ( +++ --- )

(Solar panels MUST be in FULL SUNLIGHT for this test to be accurate.)

3. What is the DC amps rating of the solar array? (Or peak watts in full sun)

Visual Inspection/Problems noted below. (Burnt Wires? Bad Smell? Loose Wires or Terminals? Breakers Off etc?)

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4. How many input DC solar strings are on the solar array? \_\_\_\_\_

5. What are the amps/volts on each string? \_\_\_\_\_

## Trouble Shooting 101 - How to Reboot Your Sunny Boy Inverter

**CAUTION DANGEROUS VOLTAGE MAY BE PRESENT AND CAN CAUSE SERIOUS INJURY OR DEATH.**

Please here click on our [Video Guide](#) – to reboot your SunnyBoy Inverter.

- 1) Turn your inverter off, and all disconnect switches off. (AC/DC/Battery)
- 2) After the inverter and any back up power is disconnected, wait at least five minutes.
- 3) After it is off for five minutes, turn back on all disconnect switches.
- 4) Once it is back on, wait another five minutes for the system to reboot. (This should take five minutes, so be patient)
- 5) Do not open the inverter or attempt to make any repairs to the inverter. There are no user serviceable parts in your inverter.

### Hours of Business Monday – Saturday 9am-5pm PST Sundays closed

E-mail: [sales@youlovesolar.com](mailto:sales@youlovesolar.com) Website: [www.youlovesolar.com](http://www.youlovesolar.com)

Here are the only forms of payment our company will accept.

1. Pay through our secure website by clicking [HERE](#).
2. A check made out to Solar CowboyZ.
3. Money Orders (only from US POST OFFICE) sent, received, processed and cleared by Solar CowboyZ.
4. Pay Pal Invoice and payment in full.

COD's are not accepted unless arranged and approved in advance.

Depending on bank schedules, the above accepted forms of payment may take several days to clear, and all money transactions must clear before products are received.

Pricing Policies: Quoted prices are honored for 10 days from dated quote if product is still available. Misprints or errors involving price do happen and we are not obligated to sell the product at the incorrect price. At Solar Cowboyz, we price our products at the lowest possible price, in accordance with manufacturer's pricing policies. Prices may change at any time, without notice.

Warrantees: Any defective item with manufacturer's warrantee should be returned directly to the manufacturer. NO RETURNS ACCEPTED BY US WITHOUT PRIOR WRITTEN AUTHORIZATION.

If you need to write about your order: Indicate your name and address in the same way it was written on your order.

Shipping and Handling: Shipping and handling costs are the responsibility of the customer on all products, sent to or received from the customer. Most packages being shipped to the continuous 48 states are shipped via ground delivery, unless Rush delivery is requested. Packages being sent to Hawaii, Alaska or Puerto Rico are sent FedEx/UPS Two Day Delivery. Back orders do occur, and are shipped as received.

Standard Ground Shipments: We ship your order using the most efficient method, although the size and weight of some items may require a specific carrier to be used. With all shipments, you can be sure the most economical method is chosen unless another method is requested. FedEx/UPS cannot deliver to P.O Box numbers, please provide a complete street address for prompt delivery. Please allow at least 10 business days for delivery before calling on order status. You will be notified if we cannot ship within 30 days. All items purchased from Solar Cowboyz are made to a shipment contract. This means the risk of loss and title for such items pass to you upon delivery to the carrier. Inspect all deliveries when received. Damage claims are to be made by the customer to the freight delivery company and noted at the time of delivery. Solar Cowboyz is not responsible or liable for any damage arising from shipment.

Truck Freight Shipments: Items too heavy or too large for standard ground shipments will be shipped by truck. Write your daytime phone number on the order form so the carrier can schedule merchandise delivery to be made when you'll have unloading help on hand. (You are responsible for unloading. Truck freight companies do not require their drivers to unload shipments. An additional lift gate fee may apply if the driver unloads the merchandise.) Notify us if you have limited unload restrictions, such as no large truck access or bobtail truck needed.

Customers in Alaska and Hawaii and International Shipments: Our International Department is open Monday through Friday 9am-5pm PST. All orders shipped outside the continuous USA must be prepaid. For international orders and shipments, we will only ship to a US freight forwarder located in the continental USA. (We can ship to your freight forwarder, or provide you the information you need to obtain a freight forwarder.) Our Responsibility must end with delivering you the products you ordered and fulfilling their warranty periods, if any. Since we can't know how you use the products, you must be responsible for any damage, fire or accidents that occur. NO RETURNS ON PURCHASES FROM SOLAR COWBOYZ ACCEPTED BY US WITHOUT PRIOR WRITTEN AUTHORIZATION.