

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?

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

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?

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?)

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

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