



## Product Fault Report

		Report Date:	
<b>Case Number</b>	fill by SAJ	Service People:	fill by SAJ

**Note:**

- Please completed this form in english.
- Please fill in the below form for describing your inverter problem and send to SAJ Service depart (Email address: [service.belgium@saj-electric.com](mailto:service.belgium@saj-electric.com)). Column marked "\*" is required to fill in.

### Customer Information

Contact Person*	<b>eindklant naam</b>	Installation Company*	installatiebedrijf
Mobile Number*	<b>gsm NR eindklant</b>	E-mail Address*	<a href="mailto:email installatiebedrijf">email installatiebedrijf</a>
Address( Road/Postcode/City/Country)*	<b>adres eindklant</b>		

### Plant Information

Plant Power	aantal WP	Installation Date	
Inverter Type*	Suntrio Plus 10K	Series Number*	
PV Module Type	Unknown	Inverter Firmware	
Number of Modules	String PV1-1	String PV2-1	
	String PV1-2	String PV2-2	
	String PV1-3	String PV2-3	

### Fault Description

Fault Date		Error Code*		
Error Description *				
Fault Pictures	<b>Please attach the fault picture with this form.</b>			
Monitoring Type*	Unknown	Router Type*	Unknown	
Local Web Portal	Connected, no data	Web Portal Status	No account	
LED&LCD Indicator Status	<b>Sununo series (Single Phase)</b>		<b>Suntrio series (Three Phase)</b>	
	<b>POWER</b>	Unknown	<b>POWER</b>	Unknown
	<b>FAULT</b>	Unknown	<b>STATUS</b>	Unknown
	<b>RUN</b>	Unknown	<b>COMM</b>	Unknown
	<b>LCD Screen</b>	Unknown	<b>LCD Screen</b>	Unknown
DC Input Voltage (V)	String PV1-1	650	String PV2-1	
	String PV1-2	650	String PV2-2	
	String PV1-3	450	String PV2-3	
AC Grid Voltage (V)	L-N		L1-N	
	L-PE		L2-N	
	N-PE		L3-N	
			N-PE	

### Solutions

Distributor/Installer preliminary Dignosis*	
SAJ Solutions Dignosis	
SAJ Solutions	
Result	
Exchange inverter	<b>Replacement type:</b> <b>Replacement SN:</b>
End User opinion	<b>End User Signature:</b> <b>Date:</b>