



# Ecostal

YOUR PHOTOVOLTAIC PARTNER

✉ info@ecostal.com

☎ +32 (0)4 229 49 60

🌐 www.ecostal.com

Manufacturer	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
	Contact SMA hotline at <b>015/286730</b> or introduce an online request on the SMA Service Center.  <a href="https://my.sma-service.com/">https://my.sma-service.com/</a>	SMA analyses the request and determines if the device must be replaced or not.  If yes : the replacement device is sent within 2 or 3 working days.  If not : end of the procedure.	Reception and installation of the new device.  (+ exchange of the transport cover coming with the device).	If device to send back is < 40 kg : GLS will pick it up within 10 working days.  If device to send back is > 40 kg : send an email to <a href="mailto:return-order@sma.de">return-order@sma.de</a> in order to organize the pick up.	Submit the request for the financial compensation (min 120€ / intervention). /!\ valid for maximum 1 year  The financial compensation if only possible if the device is under manufacturer's warranty or confort warranty extension.	After SMA has checked the defective device, the financial compensation will be paid to the client.
	Contact Huawei by email <b>eu_inverter_support@huawei.com</b> with <a href="mailto:huawei.service.fr@greenpower-technologie.com">huawei.service.fr@greenpower-technologie.com</a> in copy.  Hotline : 0080 03 38 88 888  Join to this mail the logs (accessible on the portal) + pictures of measurements on AC, DC sides and of the LEDs.	Huawei analyses the request and determines if the device must be replaced or not.  If yes : step 3.  If not : end of the procedure.	Reception and installation of the new device.	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.	Submit the request for financial compensation (110€) by filling the Huawei Excel file.  <i>The file can be forwarded by Ecostal upon request.</i>	/
	The installer contacts Ecostal to explain the problem.	Ecostal informs GoodWe with the situation and GoodWe offers a feedback in 48hrs saying if the inverter needs replacement or not.  If yes : step 3.  If not : end of the procedure.	The installer receives the new inverter from Ecostal.	Ecostal picks up the defective inverter.	/	/
	Contact SolarEdge (4 possibilities) : - 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) Belgium <b>0800/76633</b> France +33 800/917410 Netherlands +31 800/7105	SolarEdge analyses the request and determines if the device must be replaced or not.  If yes : the replacement device is sent within + 2 working days.  If not : end of the procedure.	Reception and installation of the new device.	Fill in the "Pickup link" sent by email by SolarEdge.  Once SolarEdge has received the Pickup notification, they will arrange the pick up of the defective device.  <a href="http://pickup.fc-tc.com/requests.aspx">http://pickup.fc-tc.com/requests.aspx</a>	If the installer is "SolarEdge Advanced", he can ask for a financial compensation (between 100€ and 150€).  In order to be Advanced, the installer must follow a special SolarEdge training.	/
	Contact Enphase through the Self-service tool available on the Enlighten Manager or the Tool Kit app.  Second option is to call the hotline : Belgium <b>+32 (0) 2 588 5469</b>  <a href="https://enphase.com/en-in/service-shortcuts-installers">https://enphase.com/en-in/service-shortcuts-installers</a>	Enphase analyses the request and determines if the device must be replaced or not.  If yes : Enphase will send a replacement device.  If not : Enphase will give detailed instructions to analyse failure state and fix the issue (end of the procedure).	Two possibilities : 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.  Then, replace the defective serial number with the new serial number in Enlighten Manager via the Self-Service tool.	Use return labels provided with RMA shipment to return defective devices to Enphase.  Free pick-up by FedEx with the return label documentation and pre-paid shipment number.	Submit the request for financial compensation through the "Settings" menu of Enlighten Manager.  Amount : - 125€ for Envoy or microinverter replacement and 25€ extra for each microinverter replaced on the same system.  For the financial compensation to be accepted, the unit installation date must be within 2 years of the claim date.	/
	Contact the hotline : France <b>+33 139331233</b> Austria (English) +43 72422415670 or send an email to <a href="mailto:pv-support-france@fronius.com">pv-support-france@fronius.com</a>  If installer is FSP (Fronius Service Partner), the request can be fill in online via SOS Fronius.	No online form to fill in, everything can be organized through the phone or by emails.  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).  /!\ The installer must have a customer number at Fronius (if not, he will receive a link to create an account).	Reception and installation of the new device.	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.  In case of trouble, contact <a href="mailto:pv-service-france@fronius.com">pv-service-france@fronius.com</a> with <a href="mailto:pv-support-france@fronius.com">pv-support-france@fronius.com</a> in copy.	The defective unit is analysed by Fronius.  If Fronius is responsible of the problem, the installer will receive a financial compensation (between 75€ and 125€).  If the problem is from an external origin (lightning, overvoltage, installation defect, ...), the repare of the device is invoiced to the installer.	Invoice the financial compensation within 2 months after the reception of the 0€ invoice from Fronius.
	Contact EVBox by phone at <b>+32(0)3/303.44.04</b>	EVBox analyses the request and creates a ticket (the ticket number is communicated to the client). Level 1 support analyzes the situation and contact the client in order to find solutions.  If the problem can't be solved on the phone : step 3.  If the problem can be solved on the phone : end of the procedure.	A technician comes on site with the necessary spare parts.	/	/	/