

Claims Procedure

This document sets out the mandatory procedure for initiating and processing a claim. Please follow it carefully so that the process can be resolved as quickly as possible and without unnecessary delays.

Initiating a Claim

Claims are submitted **exclusively via the online form** on the ticket portal:

<https://krannichform.inovio.cloud/>

After opening the page, you must switch to the relevant claims form and complete it truthfully, in full, and with maximum accuracy. Incomplete or inaccurate information may result in the entire process being prolonged.

Documents Required to Complete the Form

- invoice or delivery note,
- photo documentation of the defect (or a short video),
- information about the system and installation,
- serial numbers of the claimed components

Mandatory Information in the Form

- system description (number and type of panels, connection method, inverter type, batteries, etc.),
- serial numbers of the claimed devices (for Solax, also the registration number),
- detailed description of the defect and the tests performed,
- photos of error messages,
- contact details of the responsible persons,
- installation date and the process number stated on the invoice.

Mandatory Photo Documentation

For successful assessment of the claim, at least the following must be provided:

- measurement of the AC side directly at the inverter terminals (using a multimeter),
- measurement of the DC side proving that voltage is entering the inverter (from panels and batteries),
- a photo of the error message,
- a photo of the device label with the serial number.

The manufacturer may request additional photos or further measurements depending on the nature of the defect.

Important Instructions

- Do **not dismantle** the defective component and leave it at the installation site.
- If possible, leave the inverter switched on and connected to the grid so that the manufacturer can perform remote diagnostics.
- Do not send defective equipment to the warehouse without instructions and without an assigned claim number.
- If the device is sent without prior request, it may be returned at the sender's expense or a flat fee may be charged according to the current service price list.

Service Visit

A service visit by a technician directly to the customer can be arranged. If the technician determines that the fault was not caused by a defect in the device, but by incorrect connection or installation, the visit may be charged according to the current service price list.

Final Provisions

The terms of the claims process may be adjusted according to manufacturer requirements. By completing the form, you confirm that you have read and understood this procedure.