

Vyřizování servisních požadavků



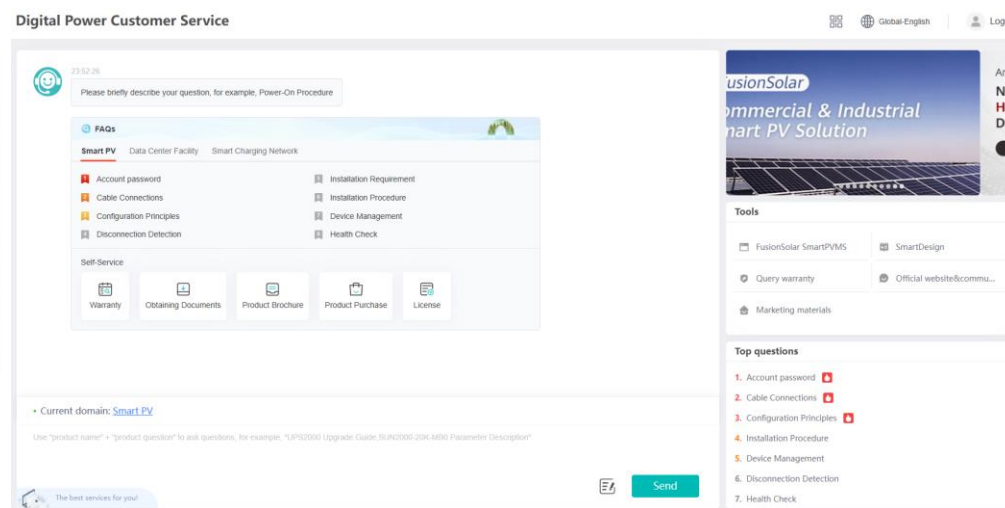
HUAWEI

CEE & Nordic Digital Power

01

Znalost technologie – naprostý základ

Zjistěte si veškeré dostupné informace o zařízení, které bude servisováno, včetně jeho specifikací a technické dokumentace. Toto můžete udělat v našem bezprecedentním nástroji na níže uvedeném odkazu, kde se dozvíte maximum informací k dané problematice, včetně datasheetů a video návodů. Nebojte se použít ChatBota. Funguje skvěle.



https://digitalpower.huawei.com/robotchat/#/home/index/home-page?lang=en_US



02 Webové stránky - Huawei Digital Power Support

https://digitalpower.huawei.com/robotchat/#/home/index/home-page?lang=en_US

Digital Power Customer Service

Global-English Login

4. Contact a [vendor](#) if you need to purchase the product.

09:56:22

SUN2000-5KTL-M1 Connecting RS485 Communications Cables

09:56:25

SUN2000-5KTL-M1 Connecting RS485 Communications Cables

Connecting the RS485 Communications Cable (Inverter Cascading)

Procedure

1. Connect the signal cable to the signal cable connector.
Figure Installing the cable

1. 2. 3.

Helpful Unhelpful Copy Change it

You may want to know

- SUN2000-8KTL-M1 Connecting RS485 Communications Cables
- SUN2000-6KTL-M1 Connecting RS485 Communications Cables

Current domain: [Smart PV](#)

Use "product name" + "product question" to ask questions, for example, "UPS2000 Upgrade Guide,SUN2000-20K-MB0 Parameter Description"

The best services for you!

Vložte text s dotazem a odešlete dotaz tlačítkem Send

Announcement

Notice on Changing the Customer Service Hotline Number of Huawei Digital Power Europe

learn more>

Tools

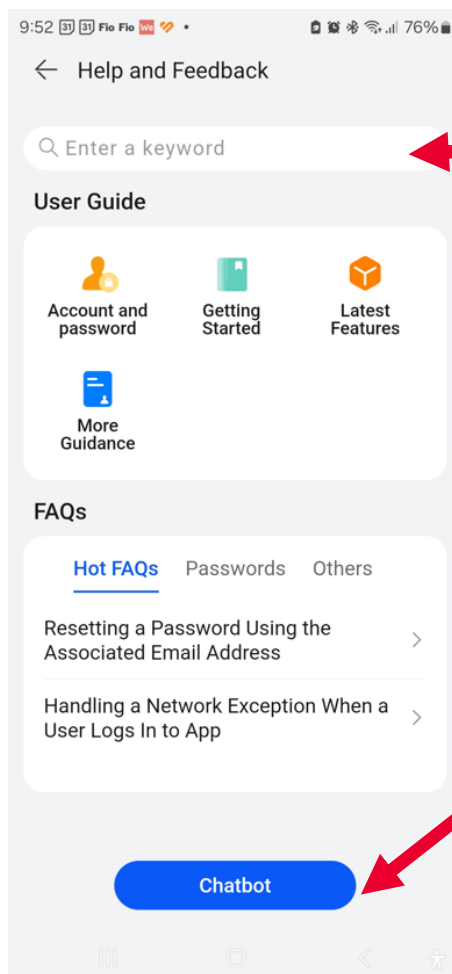
- Official website&commu...
- Marketing materials
- FusionSolar SmartPVMS
- SmartDesign
- Query warranty

Top questions

- Account password
- Cable Connections
- Configuration Principles
- Installation Procedure
- Device Management
- Disconnection Detection
- Health Check
- Installation Preparation

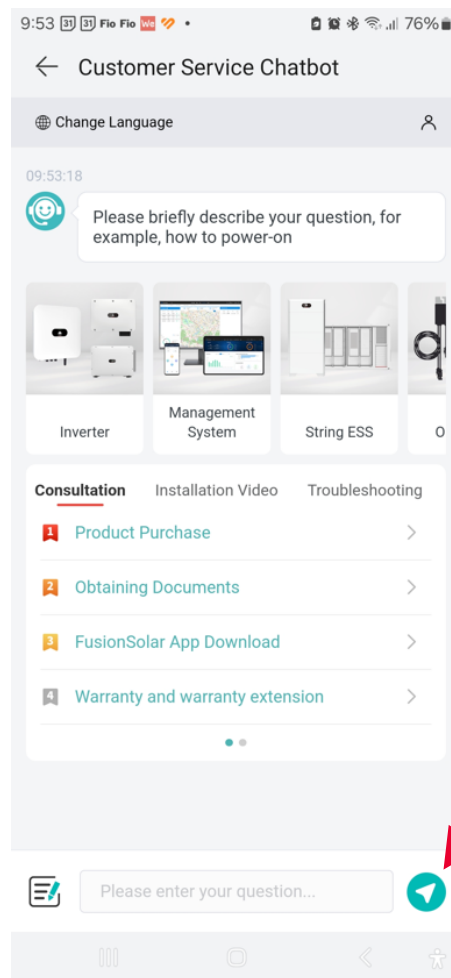
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03 Fusion Solar APP - Huawei Digital Power Support



Vyhledávejte
potřebné
informace

Začněte
komunikaci s
Chatbotem zde



Vložte dotaz a
odešlete ikonou se
šipkou



04

Komunikace s TAC – Huawei Digital Power Support

Servisní požadavek můžete založit následujícím způsobem:



tel: 00800 33 666 666 – hotline



email: eu_inverter_support@huawei.com



https://digitalpower.huawei.com/service-request/#/Mailbox/index?lang=en_US

05

Komunikace s TAC – Huawei Digital Power Support

I. Support for Installers

Simply Watch and Learn.

Scan the QR code to get the 4-minute video.



Easy Installation

II. Europe TAC Support

EU Hotline: 
00 800 3366 6666

Email: 
eu_inverter_support@huawei.com

- Support for 20+ European countries

III. FusionSolar App

Get the Most Efficient Support.



FusionSolar Download

- 24/7 chatbot
- Help and feedback

Založení servisního požadavku přes web

The screenshot shows the 'Digital Power Customer Service' website. The header includes the site name, a 'Global-English' language selector, and a 'Login' button. The main content area is divided into three sections. The left section features a chatbot icon, a time stamp '17:02:20', and a text input field with the placeholder 'Please briefly describe your question, for example, Power-On Procedure'. Below this is a 'FAQs' section with tabs for 'Smart PV', 'Data Center Facility', and 'Smart Charging Network'. The 'Smart PV' tab is active, displaying a list of topics: 'Account password', 'Cable Connections', 'Configuration Principles', 'Disconnection Detection', 'Installation Requirement', 'Installation Procedure', 'Device Management', and 'Health Check'. Below the FAQs is a 'Self-Service' section with four icons: 'Warranty', 'Obtaining Documents', 'Product Purchase', and 'License'. The right section features a banner for 'FusionSolar Utility-scale Smart PV Solution'. Below the banner is a 'Tools' section with a grid of buttons: 'Marketing materials', 'Query warranty', 'FusionSolar SmartPVMS', 'Official website&commu...', 'SmartDesign', and 'Create a service request'. The 'Create a service request' button is highlighted with a red border. Below the tools is a 'Top questions' section with a list of nine items, each with a red icon: '1. Account password', '2. Cable Connections', '3. Configuration Principles', '4. Installation Procedure', '5. Device Management', '6. Disconnection Detection', '7. Health Check', '8. Preparing Tools and Instruments', and '9. Installation Requirement'. At the bottom of the page, there is a footer with a small icon and the text 'The best services for you!'. A 'Send' button is located at the bottom right of the main content area.

https://digitalpower.huawei.com/service-request/#!/Mailbox/index?lang=en_US

Založení servisního požadavku přes web a vyplnění potřebných informací

digitalpower.huawei.com/service-requests/#/Mailbox/index?lang=en_US

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Progress Inquiry Global-English Privacy Policy

Create Service Request

Welcome to Huawei Digital Power Technical Support. Please provide detailed information as prompted.

Basic Information

1 Contact Email* 2 User Type*

Enter an accurate email address. Select a user type.

Email Cc List

Enter the Cc email addresses and separate them with semicolons (;).

Device Information

3 Location* 4 SN* 5

Select a country/region. 12/16/20 digits, without "INV."

☐ The device running time is shorter than 7 days.

Issue Description

Issue Details*

Please provide detailed info about the problem, such as what makes you think there is an issue, when did it happen, what you did to solve it, which FusionSolar/API account you used, and upload other necessary pictures.

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B I U G H1 H2 H3 H4 H5 H6 X1 X2 X3 X4 X5 X6 X7 X8 X9 X10 X11 X12 X13 X14 X15 X16 X17 X18 X19 X20 X21 X22 X23 X24 X25 X26 X27 X28 X29 X30 X31 X32 X33 X34 X35 X36 X37 X38 X39 X40 X41 X42 X43 X44 X45 X46 X47 X48 X49 X50 X51 X52 X53 X54 X55 X56 X57 X58 X59 X60 X61 X62 X63 X64 X65 X66 X67 X68 X69 X70 X71 X72 X73 X74 X75 X76 X77 X78 X79 X80 X81 X82 X83 X84 X85 X86 X87 X88 X89 X90 X91 X92 X93 X94 X95 X96 X97 X98 X99 X100 X101 X102 X103 X104 X105 X106 X107 X108 X109 X110 X111 X112 X113 X114 X115 X116 X117 X118 X119 X120 X121 X122 X123 X124 X125 X126 X127 X128 X129 X130 X131 X132 X133 X134 X135 X136 X137 X138 X139 X140 X141 X142 X143 X144 X145 X146 X147 X148 X149 X150 X151 X152 X153 X154 X155 X156 X157 X158 X159 X160 X161 X162 X163 X164 X165 X166 X167 X168 X169 X170 X171 X172 X173 X174 X175 X176 X177 X178 X179 X180 X181 X182 X183 X184 X185 X186 X187 X188 X189 X190 X191 X192 X193 X194 X195 X196 X197 X198 X199 X200 X201 X202 X203 X204 X205 X206 X207 X208 X209 X210 X211 X212 X213 X214 X215 X216 X217 X218 X219 X220 X221 X222 X223 X224 X225 X226 X227 X228 X229 X230 X231 X232 X233 X234 X235 X236 X237 X238 X239 X240 X241 X242 X243 X244 X245 X246 X247 X248 X249 X250 X251 X252 X253 X254 X255 X256 X257 X258 X259 X260 X261 X262 X263 X264 X265 X266 X267 X268 X269 X270 X271 X272 X273 X274 X275 X276 X277 X278 X279 X280 X281 X282 X283 X284 X285 X286 X287 X288 X289 X290 X291 X292 X293 X294 X295 X296 X297 X298 X299 X300 X301 X302 X303 X304 X305 X306 X307 X308 X309 X310 X311 X312 X313 X314 X315 X316 X317 X318 X319 X320 X321 X322 X323 X324 X325 X326 X327 X328 X329 X330 X331 X332 X333 X334 X335 X336 X337 X338 X339 X340 X341 X342 X343 X344 X345 X346 X347 X348 X349 X350 X351 X352 X353 X354 X355 X356 X357 X358 X359 X360 X361 X362 X363 X364 X365 X366 X367 X368 X369 X370 X371 X372 X373 X374 X375 X376 X377 X378 X379 X380 X381 X382 X383 X384 X385 X386 X387 X388 X389 X390 X391 X392 X393 X394 X395 X396 X397 X398 X399 X400 X401 X402 X403 X404 X405 X406 X407 X408 X409 X410 X411 X412 X413 X414 X415 X416 X417 X418 X419 X420 X421 X422 X423 X424 X425 X426 X427 X428 X429 X430 X431 X432 X433 X434 X435 X436 X437 X438 X439 X440 X441 X442 X443 X444 X445 X446 X447 X448 X449 X450 X451 X452 X453 X454 X455 X456 X457 X458 X459 X460 X461 X462 X463 X464 X465 X466 X467 X468 X469 X470 X471 X472 X473 X474 X475 X476 X477 X478 X479 X480 X481 X482 X483 X484 X485 X486 X487 X488 X489 X490 X491 X492 X493 X494 X495 X496 X497 X498 X499 X500 X501 X502 X503 X504 X505 X506 X507 X508 X509 X510 X511 X512 X513 X514 X515 X516 X517 X518 X519 X520 X521 X522 X523 X524 X525 X526 X527 X528 X529 X530 X531 X532 X533 X534 X535 X536 X537 X538 X539 X540 X541 X542 X543 X544 X545 X546 X547 X548 X549 X550 X551 X552 X553 X554 X555 X556 X557 X558 X559 X560 X561 X562 X563 X564 X565 X566 X567 X568 X569 X570 X571 X572 X573 X574 X575 X576 X577 X578 X579 X580 X581 X582 X583 X584 X585 X586 X587 X588 X589 X590 X591 X592 X593 X594 X595 X596 X597 X598 X599 X600 X601 X602 X603 X604 X605 X606 X607 X608 X609 X610 X611 X612 X613 X614 X615 X616 X617 X618 X619 X620 X621 X622 X623 X624 X625 X626 X627 X628 X629 X630 X631 X632 X633 X634 X635 X636 X637 X638 X639 X640 X641 X642 X643 X644 X645 X646 X647 X648 X649 X650 X651 X652 X653 X654 X655 X656 X657 X658 X659 X660 X661 X662 X663 X664 X665 X666 X667 X668 X669 X670 X671 X672 X673 X674 X675 X676 X677 X678 X679 X680 X681 X682 X683 X684 X685 X686 X687 X688 X689 X690 X691 X692 X693 X694 X695 X696 X697 X698 X699 X700 X701 X702 X703 X704 X705 X706 X707 X708 X709 X710 X711 X712 X713 X714 X715 X716 X717 X718 X719 X720 X721 X722 X723 X724 X725 X726 X727 X728 X729 X730 X731 X732 X733 X734 X735 X736 X737 X738 X739 X740 X741 X742 X743 X744 X745 X746 X747 X748 X749 X750 X751 X752 X753 X754 X755 X756 X757 X758 X759 X760 X761 X762 X763 X764 X765 X766 X767 X768 X769 X770 X771 X772 X773 X774 X775 X776 X777 X778 X779 X780 X781 X782 X783 X784 X785 X786 X787 X788 X789 X790 X791 X792 X793 X794 X795 X796 X797 X798 X799 X800 X801 X802 X803 X804 X805 X806 X807 X808 X809 X810 X811 X812 X813 X814 X815 X816 X817 X818 X819 X820 X821 X822 X823 X824 X825 X826 X827 X828 X829 X830 X831 X832 X833 X834 X835 X836 X837 X838 X839 X840 X841 X842 X843 X844 X845 X846 X847 X848 X849 X850 X851 X852 X853 X854 X855 X856 X857 X858 X859 X860 X861 X862 X863 X864 X865 X866 X867 X868 X869 X870 X871 X872 X873 X874 X875 X876 X877 X878 X879 X880 X881 X882 X883 X884 X885 X886 X887 X888 X889 X890 X891 X892 X893 X894 X895 X896 X897 X898 X899 X900 X901 X902 X903 X904 X905 X906 X907 X908 X909 X910 X911 X912 X913 X914 X915 X916 X917 X918 X919 X920 X921 X922 X923 X924 X925 X926 X927 X928 X929 X930 X931 X932 X933 X934 X935 X936 X937 X938 X939 X940 X941 X942 X943 X944 X945 X946 X947 X948 X949 X950 X951 X952 X953 X954 X955 X956 X957 X958 X959 X960 X961 X962 X963 X964 X965 X966 X967 X968 X969 X970 X971 X972 X973 X974 X975 X976 X977 X978 X979 X980 X981 X982 X983 X984 X985 X986 X987 X988 X989 X990 X991 X992 X993 X994 X995 X996 X997 X998 X999 1000

Enter issue details. Such as plant name, device type, SN, alarm ID, etc.

Upload

Upload fault logs, device photos, and screenshots to facilitate troubleshooting.

What files should I upload?

7 Upload select a file

A maximum of 10 files can be uploaded at a time. The size of each file must be smaller than 50 MB. Supported file formats include: jpg, png, gif, mp4, mov, doc, xls, ppt, txt, pdf, csv, rar, and zip. If you have large files or many files, you can compress and upload them.

8 Submit



06

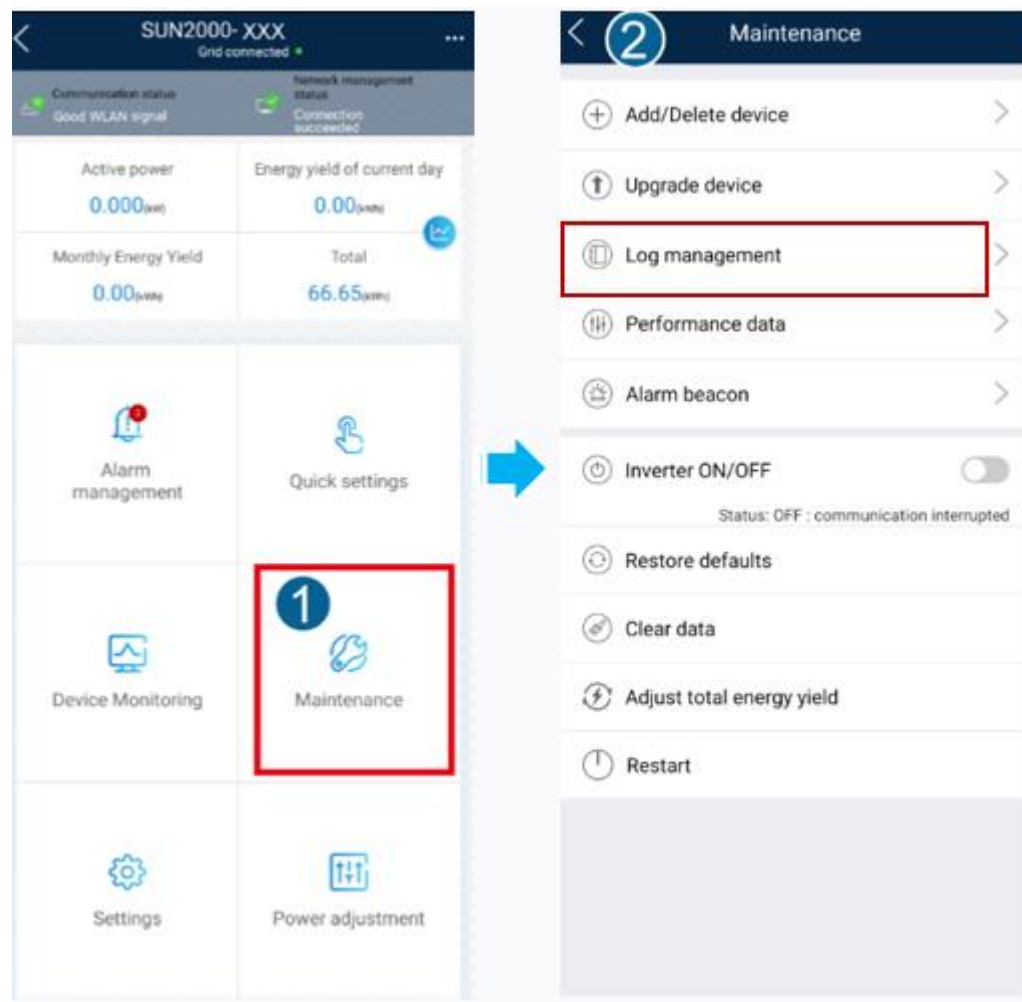
Nezbytné informace k nahlášení servisního požadavku emailem.

1. **Logy ze zařízení** – proveďte stažení logů ze zařízení. Tento krok je nezbytně nutný, aby operátor mohl provést detailní analýzu problematického zařízení.
2. **Popis problému** – popište pokud možno v maximálním možném detailu technický problém. Čím více informací operátor od Vás dostane, tím rychleji bude schopen nalézt odpověď na váš požadavek. **Nezapomeňte na sériová čísla a alarm ID!**
3. **Fotografie, video** – pokud je to možné, poskytněte operátorům foto zapojení, prinstsreeny obrazovek s alarmy, foto naměřených hodnot z přístrojů, zapojení konektorů (např pinout pro RS485 apod.)
4. **Odeslání servisního požadavku na email:** eu_inverter_support@huawei.com

VŠECHNY TYTO INFORMACE USNADNÍ OPERÁTORŮM PRÁCI, VÁM ČAS I PENÍZE Z DŮVODU OPAKOVANÝCH NÁVŠTĚV MÍSTA INSTALACE!

06

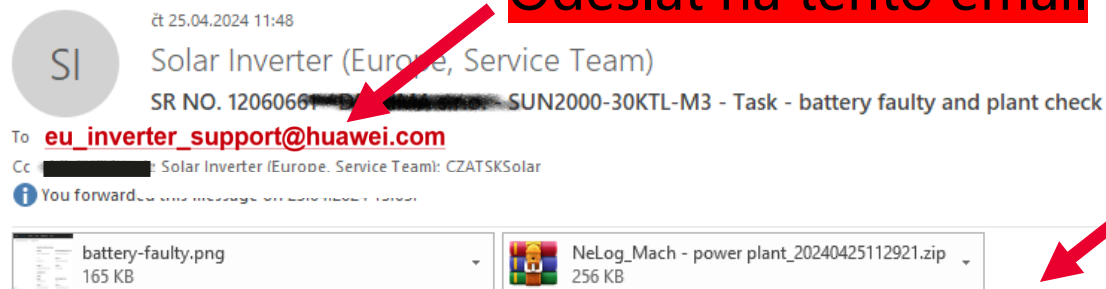
Jak stáhnout logy ze zařízení



07

Příklad vystaveného servisního požadavku emailem

Odeslat na tento email



Nezapomeňte přílohy

Detailně popište závadu

Dears,

i would like to ask you for help with check power plant.

Description of installation:

KTL30 - M3 like a master = FE smart dongle, smart meter, 36 optimizers 600p

serial number - 6T23[redacted]

KTL10 - M1 hybrid like a slave + Luna 2000 15kWh batteries, 18 optimizers 600p

serial number - BT23[redacted]

Situation:

1.) All components are during quicksetup GREEN (connected, i expect the communication on RS485 is OK). I updated all components (inverters, optimizers, batteries, ModBus) and both inverters started feeding. Problem is with batteries, they immediately feld down to faulty (no errors in error list).

2.) Its my first cascade powerplant, pls check if the whole plant is well set up.

In attachment you can find screen from app and log file.

Tnx in advance for help.



Aktivní komunikace s operátory podpory Huawei

- Pokud je to možné, ponechte technologii ve stavu online, tedy připojenou do Fusion Solar cloudu. Tento krok umožní operátorům případnou vzdálenou investigaci závady.
- Operátoři TAC (Huawei Technical Assistance Center) mohou mít doplňující požadavky z důvodu řešení problému s technologií. Reagujte na jejich výzvy v maximálním horizontu dvou pracovních dní, pakliže se nedohodnete jinak. **Požadavky bez vaší odezvy** budou automaticky uzavírány a vy budete muset požadavek zakládat znovu. Toto není vhodné ani pro jednu stranu.
- Každý vadný díl na který požadujete vytvořit servisní požadavek, musí být řešen zvlášť. Nelze v jednom požadavku řešit více kusů rozdílné technologie. Toto má dopad na vyřízení případné reklamace.
- **V případě, že bude reklamace uznána** **održíte emailem formulář RMA ve kterém Vás požádáme o vyplnění dat k vadnému kusu technologie a o doručovací adresu kam bude nový díl zaslán.**

Thank you.

