

Documentation for entering the analysis (Hybrid inverters)

To begin the warranty analysis process, you **MUST** submit the following items to the case engineer at Deye. After reviewing the documentation, you will be told whether the warranty process is approved or rejected. If you have any questions, please contact our technical support center at: +302310517496

- 1 - Purchase invoice
- 2 - Single-line diagram
- 3 - Module data sheet
- 4 - Battery data sheet
- 5 – Photo of the inverter side label with serial number
- 6 – Extensive video of the inverter installation location showing the serial number of the inverter
- 7 – Extensive video of the installation site of the photovoltaic modules
- 8 – Photo of the open CC string box (if present)
- 9 – Photo of an open AC electrical panel
- 10 – Transformer data sheet (if available)
- 11 – **Video measuring AC voltage between phases, phases+neutral, phases+earth and neutral+earth**
- 12 – Video measuring DC voltage at the tip of all MC4s, showing the multimeter tips and display well
- 13 – Photo of the bottom of the inverter showing the MPPTs
- 14 - Photo of the front connections of the hybrid inverter showing the connection of battery, GRID, LOAD and GEN
- 15 – Video measuring DC voltage at the tip of all MC4s, positive+ground (inverter housing) and negative+ground (inverter housing), until the voltage on the multimeter stabilizes
- 16 - Video measuring battery voltage

17 – Video continuity test on the AC terminals of the inverter

18 – Video continuity test on the DC inputs of the inverter with the disconnect switch in the ON position

19 - Video continuity test between GRID and LOAD port

20 - Video continuity test at the inverter battery connection terminals (with battery disconnected)

21 – Photo of the TEST DATA screen (click on the gear symbol, with the up and down keys pressed, press enter)