

TECHNICAL SUPPORT, WARRANTY & RMA PROCESS

A PATHWAY TO EVALUATE, REPAIR AND REPLACE

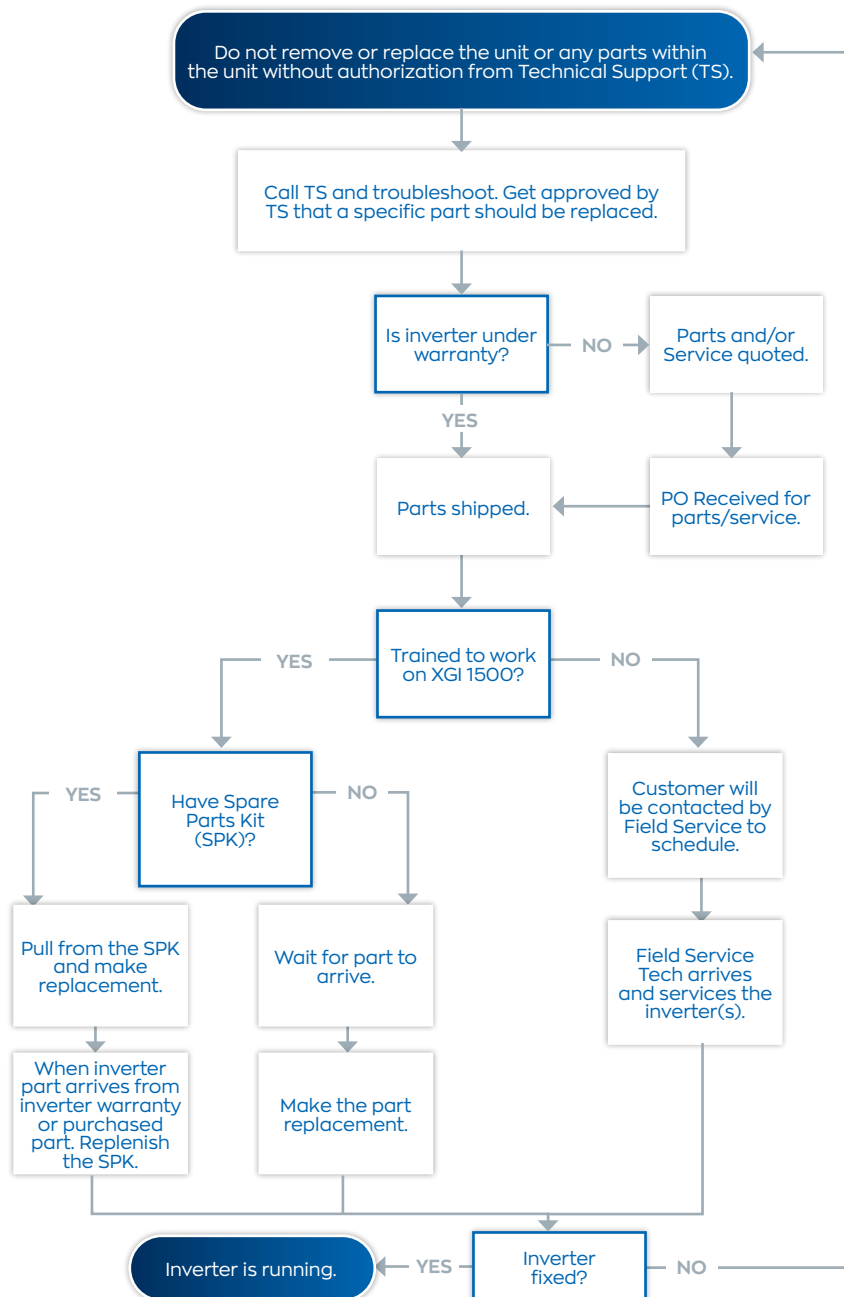


Designed to Minimize Downtime

The Yaskawa Solectria Solar Return Material Authorization (RMA) process provides a structured and efficient pathway for evaluating, repairing, and replacing eligible equipment. Our streamlined approach supports accurate tracking, timely communication, and responsive case management to help minimize downtime and improve the customer experience.

PROCESS Yaskawa Solectria XGI 1500 Series of inverters are field-serviceable units. Do not uninstall the inverter for troubleshooting, and do not perform any part replacement without prior authorization from Technical Support. All part replacements must be performed by trained personnel to maintain warranty coverage.

1. Contact Technical Support first at 978-683-9700.
2. Complete troubleshooting with Technical Support.
3. Do not replace parts without Technical Support authorization.
4. Customers trained with an SPK may receive authorization from TS to replace parts in the field.
5. Technical Support will ship warranty parts if deemed under warranty.
6. Case is assigned a site visit.
7. Out-of-warranty parts and service will be quoted.
8. A Purchase Order is required, if applicable.
9. Service is scheduled, and a technician is dispatched.



TECHNICAL SUPPORT RESOURCES

support@solectria.com	returns@solectria.com	quotes@solectria.com	fieldservice@yaskawa.com
First step for any troubleshooting.	Need an RMA # (for boards on XGI 1500 and full inverter) or update on parts.	Quotes for parts.	Scheduling service.
Technical troubleshooting.	Lead time on any part.		
Create a Technical Support Case. (For issue tracking and resolution)	Need to have a case from Technical Support in order to get an RMA #.		

TECHNICAL SUPPORT CONTACT INFORMATION

Phone: (978) 683-9700, Option 2

Email: support@solectria.com

Hours: Monday-Friday, 7:30am to 5:00pm (CST)

Before you call, please have the following available:

- Model and location
- Serial Number
- Failure information (fault and alarm codes, descriptions)
- For the best support it is recommended that the call be made while at the equipment in question

RETURNS CONTACT INFORMATION

Phone: (978) 683-9700, Option 7

Email: returns@solectria.com

Hours: Monday-Friday, 7:30am to 4:00pm (CST)

Before you call, please have the following available:

- Model and location
- Serial Number
- Case Number



THANK YOU FOR CHOOSING SOLECTRIA SOLAR PRODUCTS.

All returned merchandise must have an assigned RMA number. please contact the returns department using the information above to receive your RMA number.