

# CHECKLIST FOR DISTRIBUTION PARTNERS IN CASE OF TECHNICAL COMPLAINTS

## Automatic Transfer Switch for the Fronius Energy Package “ATS-BOX”

SYMO GEN24 PLUS & PRIMO GEN24 PLUS



- Grid connection                      Single-phase and Three-phase
- enwitec Article no.                      10014304 / 10014305 / 10015842



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## 1. Area of validity

This document is valid for the automatic transfer switches, **article no. 10014304, 10014305 and 10015842** in connection with the use of the Fronius SYMO GEN24 PLUS & PRIMO GEN24 PLUS in the following European countries

- Italy

## 2. Target group

Employees of our distribution partners, who accept and process customer complaints from their electrical installers. This checklist is intended to help the employee,

- to be able to better assign the described error patterns given by the complainant.
- to identify problems, that can be assigned to other components of the system "Fronius Energy Package".
- to ask the complainant whether the Fronius Italy Service has also been consulted in case of system problems that cannot be clearly assigned to the automatic transfer switch.
- to question the opinion of the Fronius Italy Service
- to be able to make a final decision whether the complaint is justified or not.

## 3. Additional applicable documents

- enwitec	<b>Manual</b> of the automatic transfer switches	document no. <b>10015853</b>
- Fronius	Installation / Operating instructions	FRONIUS requirements

## 4. Evaluation of the checklist

The completed checklist on the next page should be sent to enwitec electronic GmbH & CO KG only in case of a justified complaint from the responsible employee of our distribution partner within the scope of the defined complaint process / RMA process, in order to be able to include corresponding information and experiences for the quality management.

A justified complaint is considered to exist, if the failure

- **can be clearly assigned to the automatic transfer switch in case of:**
  - Damage in transit
  - Damage to components (request photos from your electrical installer!)
  - Fronius system information /error messages are clearly matching
- **Can be assigned in case of doubt:**
  - This decision has to be done BY THE FRONIUS SERVICE, NOT BY THE ELECTRICAL INSTALLER
  - A FRONIUS "Service Case Number" in addition with a written confirmation by the FRONIUS Service is required (e.g. e-mail)

### 5. Checklist (can be used as a template)

Article no. of ATS-Box (order no.)  10014304  10014305  10015842

Serial no. \_\_\_\_\_

#### Error description

Error during installation  yes  no

Error AFTER successful installation  
(= ongoing operation)  yes  no

If yes, when was the initial commissioning? year \_\_\_ month \_\_\_

Is the error **clearly** caused by the Automatic Transfer Switch?  yes  no

If yes, is the basis a FRONIUS system information / error message  yes  no

Brief description: \_\_\_\_\_

If yes, is the basis an obvious component damage?  yes  no

Affected component(s): \_\_\_\_\_

Is the error **in case of doubt** caused by the Automatic Transfer Switch?  yes  no

If yes, the installer has to confirm this case of doubt by Fronius service (support).

A written opinion of FRONIUS service (support) is required!

(e.g. email!)

FRONIUS „Service case number“: CAS - \_\_\_\_\_ - \_\_\_\_\_

Description of the error (free text)

	Company name	Contact person	Date
Distribution partner			
Installer			

## Our services



### **PV-connection technology**

Generator connection boxes, AC/DC distribution units, protective circuitry, monitoring, grid and system protection



### **Energy storage solutions**

Island- and backup power systems, Battery protection, automatic transfer switches



### **Contract manufacturing**

Electrical assemblies, switch cabinet construction, processing of casings, cable manufacture, assembly of complex components for power storage solutions



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