

# INVT overseas after sales service

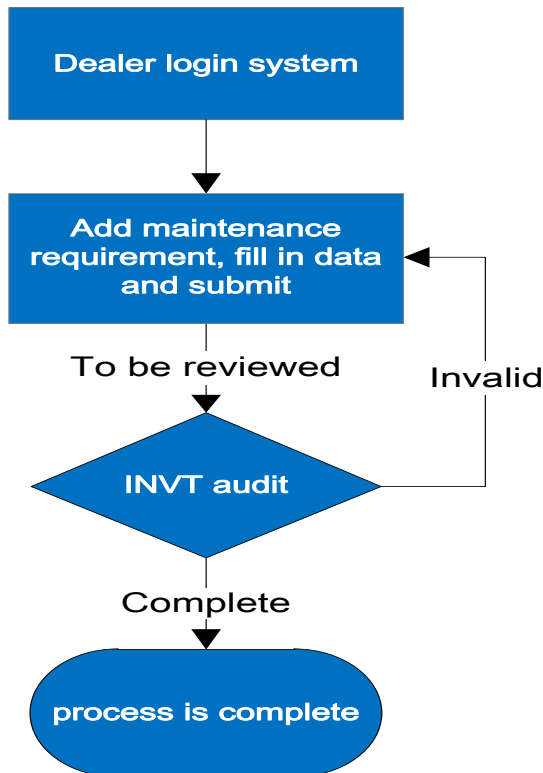
## Online system instruction

**Web Site:** <http://invtos.invt.com.cn:8002/>

**System Requirements:** Windows 7, Windows 10; IE11, Chrome

**Technical Support:** Tim ([liuentao@invt.com.cn](mailto:liuentao@invt.com.cn)); Rin ([wangyangling@invt.com.cn](mailto:wangyangling@invt.com.cn))

### Process Logic:



**Note:** At present, our system only supports serial number query and fault data entry of inverter, servo driver (excluding motor), PLC, Solar inverter and elevator EC series (excluding peripheral board). For other products such as servo motor, elevator peripheral board, solar option, please fill in the claim report and send email to Mr.Rin ([wangyangling@invt.com.cn](mailto:wangyangling@invt.com.cn))

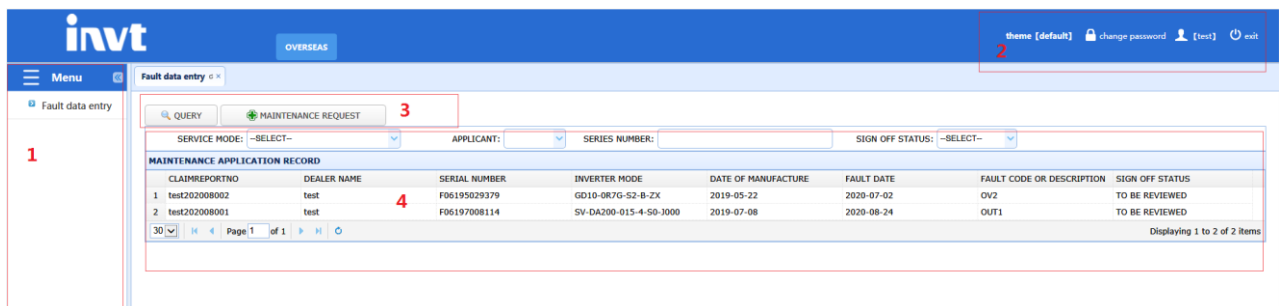
## 1. System login



**User:** Set by the system administrator usually your company name and cannot be changed.

**Password:** The initial password is set by the system administrator and can be changed by the user after login.

## 2. Home page introduction



(1) Function module display: function modules can be quickly switched. Only the "fault date entry" function is opened now.

(2) User settings: you can change the theme, Change the password and exit the system.

(3) : Used to refresh the failure report list and install item 4 specific criteria search.

: Fault claim report button, press to enter the fault claim report filling page.

(4) Claim report display area: where you can view the list and status of all the fault claim reports that have been filled in and submitted.

(5) Provide query methods according to "service mode", "serial number", "Sign off status". You can click the column "sign off status" to view the details of the completed claim report.

## Sign Off Status:

CLAIMREPORTNO	DEALER NAME	SERIAL NUMBER	INVERTER MODE	DATE OF MANUFACTURE	FAULT DATE	FAULT CODE OR DESCRIPTION	SIGN OFF STATUS
1 test202008004	test	F06199005379	CHF100A-7R5G/011P-4	2019-09-10	2020-07-07	UV	TO BE REVIEWED
2 test202008003	test	I06186032484	CHF100A-075G/090P-4	2018-06-23	2020-08-23	UV	COMPLETE
3 test202008002	test	F06195029379	GD10-0R7G-S2-B-ZX	2019-05-22	2020-07-02	OV2	INVALID
4 test202008001	test	F06197008114	SV-DA200-015-4-50-3000	2019-07-08	2020-08-24	OUT1	COMPLETE

**To Be Reviewed:** Submitted successfully, waiting for INVT administrator to review.

**Complete:** After the failure claim report data is approved, the customer can click to view the report content. INVT administrator will inform business personnel to place an order to send spare parts or inverter to complete warranty.

**Invalid:** It means that INVT administrator failed to pass the audit. Some data has problems. Please check the remarks content. If you have any questions, please contact INVT technical service personnel for confirmation.

## 3. Fill in the fault claim report

OVERSEAS

Menu
Fault data entry

CONFIRM
RETURN

DEALER NAME: test

CLAIM REPORT NO.: NO NEED TO FILL IN

END-USER NAME: I TECHNOLOGY CO., LTD

END-USER CONTACT: Mr. (84) - 08: 67

SERVICE MODE: REPLACE INVERTER

SERIES NUMBER: F06195029379 Y CHECK SN

INVERTER MODEL: GD10-0R7G-S2-B-ZX

DATE OF MANUFACTURE: 05/22/2019

FAULT DATE: 07/02/2020

WARRANTY EXPIRY DATE: 11/01/2023

SERIES:

POWER:

FAULT CODE: OV2

FAULT DESCRIPTION: Initial checking at inverter's input and output terminal status:  
1) L, N with "+" terminal : 0.417V;  
0.418V  
0.334V 2) U, V, W with "+" terminal : 0.335V; 0334V; Inverter is  
burnt when running. The results after we checked: Driver board is damaged.

REMARK:

ADD PICTURE

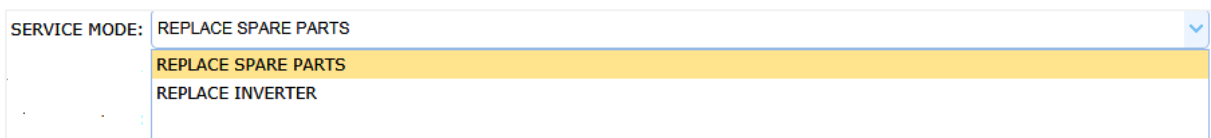
**Dealer Name:** Do not need to fill in, directly display the current user name.

**Claim Report No. :** Do not need to fill in, automatically generated by the system.

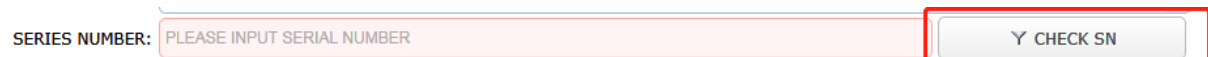
**Form:** Dealer name (abbreviation) +Date + Serial number of this month. For example: DAT202008001.

**End-user Name& End-user contact:** Please fill in according to the actual situation.

**Service Mode:** The drop-down option is provided. The default is to replace the spare parts. According to the after-sales agreement or the damage of the frequency converter, you can choose to replace the whole machine when the spare parts cannot be replaced for maintenance. The final conclusion is determined by INVT administrator.

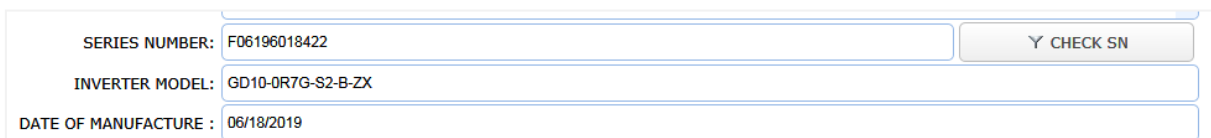


**Series Number:**

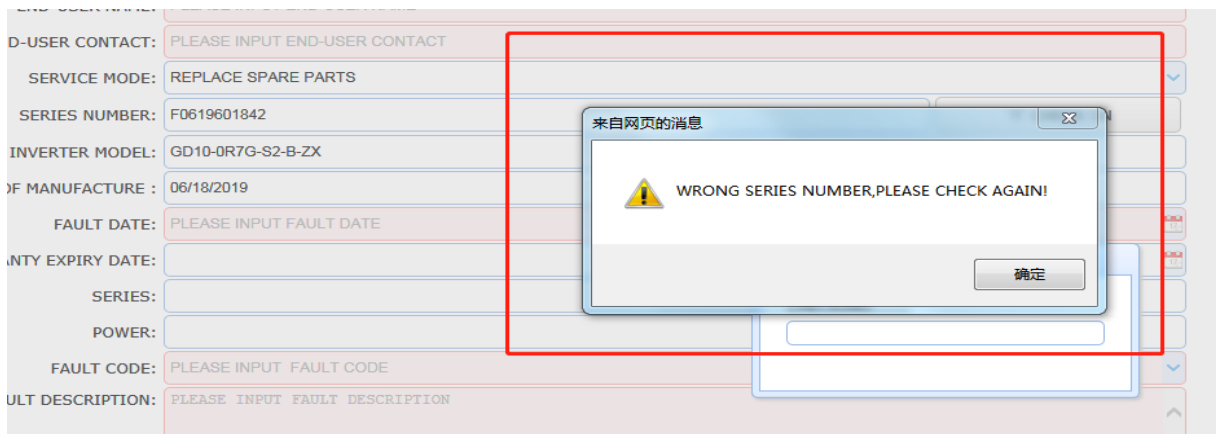


Fill in the serial number of inverter in this box, and press check SN button to check after filling. The calibration process may take 3-5 seconds. After the calibration is completed, the **INVERTER MODEL** and **DATE OF MANUFACTURE** will be displayed.

For example:



If the serial number is not correct, a pop-up window will prompt that the serial number is wrong, please check again.



**Fault Date:** According to the actual fault date, select it from the drop-down option.

**Warranty Expiry Date:** Please calculate and confirm according to the date of manufacture and the warranty period stipulated in the sales agreement. If you cannot confirm this date, you can choose not to fill in.

**Series:** Abbreviation of product series; for example, GD20, GD200A, GD10 and etc...

**Power:** Inverter power, for example, 0.75KW, 1.5KW, 15KW, and etc...

**Fault Code:** For the current fault code, please check the parameter P07.27, and then select from the drop-down options, such as OC1, OV2; if there is no fault code or cannot be queried, please select the end option "OTHER".

**Fault Description:** Please describe the specific damage, detection and analysis process and test results. And fill in the form as below:

**Fault condition and reason analysis :**

**For Example**

**Initial checking at inverter' s input and output terminal status:**

- 1) R, S, T with “+” terminal : 0.455V, 0.455V, 0.454V
- 2) U, V, W with “+” terminal : Open circuit, 0.463V, 0.463V
- 3) R, S, T with “-” terminal : 0.454V, 0.455V, 0.454V
- 4) U, V, W with “-” terminal : Open Circuit, 0.395V, 0.395V

From the initial troubleshooting results, it can be seen that the IGBT' s “U” phase of the inverter is already damaged.

From the outer appearance of the inverter, it can be seen that the inverter' s plastic cover is already melted. The input and output section of the inverter' s main power terminal block is also damaged. Rust can be found on the screws of the main power terminal as .....

**Signature :**

**Remarks:** If there are special circumstances, you can be explained here. In addition, if the

administrator fails to approve the fault claim report, he will also explain it here.

**Add Picture:** Please press this button to add photos of the faulty inverter.

This report must have at least four pictures. Otherwise the failure claim report will not be submitted.

- The whole Inverter picture
- Inverter Nameplate picture(include inverter series number)
- Breakdown details picture
- All fault spare part pictures
- PCB board or IGBT series number pictures

For example:



## 4. Fault Inverter Information Details

FAULT INVERTER INFORMATION DETAILS									
RUNNING TIME	ENVIRONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME	FAILURE TIME	FAULT CASE	FAULT RECODE	USER PARAMETERS	MCU/DSP	CARRIER FREQUENCY
1									

Please fill in the following guidelines faithfully, if you cannot confirm the information, please fill in "N/A".

**Run time:** Check P07.14

**Environment description:** Whether have dust? Wet? Install in cabinet?

**Application industry:** coal? Cement? Oil ?

**Device name:** motor? Fan? Machine tool? Conveyor belt?....

**Fault time:** Please select from the drop-down options, day or night.

**Fault case:** Please confirm with the user that it is Power on, start, or run-time damage.

**Fault Recode:** Please check P07.33-P07.56

**User Parameters:** Please check all user setting, and fill in.

**MCU/DSP:** Please check P07.13

**Carrier Frequency:** Please check P07.14

## 5. Repair Result

- (1) After completing the above information, you can press the “Add” button to add the required spare parts or replace the whole inverter.
- (2) If you choose to replace a new inverter in “Service mode”, the new item is the material code and model of the inverter and the customer needs to fill in the quantity.

The screenshot shows the 'REPAIR RESULT' form with a table header: ACTION, BROKEN COMPONENTNAME, BROKEN COMPONENTTYPE, BROKEN COMPONENTSN, PART CODE, QTY. Below the table are 'CONFIRM' and 'RETURN' buttons. The 'ADD' button is highlighted with a red box.

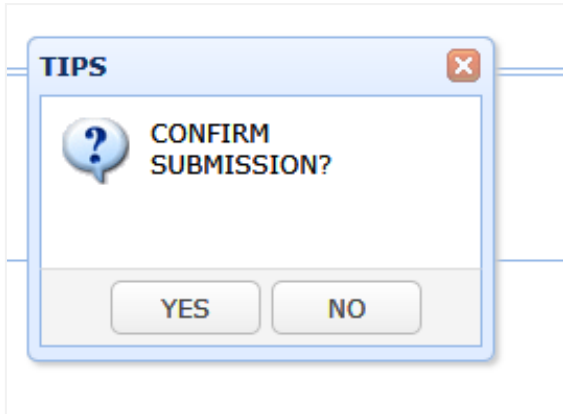
- (3) If the **service mode** is to replace spare parts: We have built-in database. Customers can directly select the serial number of the spare parts to be replaced from the device serial number item drop-down, and the material code and model will be automatically filled in, and the customer can add the name and quantity.

- (4) You can directly fill in the **Broken component name**, **Broken component type**, **serial number**, **part code** and **quantity** of the spare parts to be replaced in the new item.

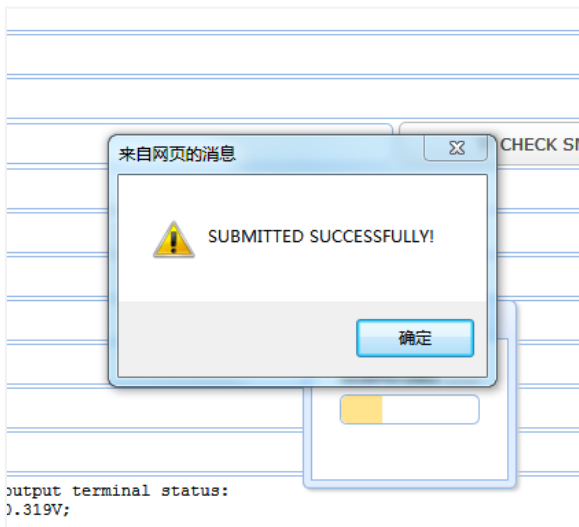
The screenshot shows the 'FAULT INVERTER INFORMATION DETAILS' form. A dropdown menu is open, showing a list of serial numbers: NHO185088611, NHO185101440, NHO181137976, 061805132017, NHO185136278, and HYO181069087. The dropdown is highlighted with a red box.

- (5) After completing all the items, press the “confirm” button to submit the claim report application.

The screenshot shows the 'REPAIR RESULT' form with a table header: ACTION, BROKEN COMPONENTNAME, BROKEN COMPONENTTYPE. Below the table are 'CONFIRM' and 'RETURN' buttons. The 'CONFIRM' button is highlighted with a red box.



(6) If there is no problem with all the information, it will be displayed as follows. Press the confirm key to return to the home page.



(7) If any item is not filled in, you will be prompted with an error. Please check and fill it out before submitting.

