

## FOX Service Procedure

### Local Service of FoxESS:

FoxESS has many branch offices worldwide.

You can reach us at <https://www.fox-ess.com/get-in-touch/>

### CHINA HEADQUARTERS

400-1888-900

[service@fox-ess.com](mailto:service@fox-ess.com)

### BENELUX

[service.nl@fox-ess.com](mailto:service.nl@fox-ess.com)

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### ITALY

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## AUSTRALIA

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## UK

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[service.uk@fox-ess.com](mailto:service.uk@fox-ess.com)

## BRAZIL

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## POLAND

+48 727 012 923

[serwis@fox-ess.pro](mailto:serwis@fox-ess.pro)

## INDIA

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## SOUTH AFRICA

[service.sa@fox-ess.com](mailto:service.sa@fox-ess.com)

## Warranty Claim procedure:

1. Distributor/installer receives the claim from end user;
2. Distributor/installer run the basic diagnosis referring to “Fox Troubleshooting ” guide;
3. If problem remains, please contact local FoxESS Service team for further help;
4. If confirmed it is warranty issue, please distributor/installer fill in the RMA form with the required information referring to “Fox Troubleshooting ” and send back the form to Fox Service team;
5. Fox service team proceed the warranty replacement arrangement and faulty units picking up.

## EU Warranty terms:

125 months for S,E,F,G,T,H1/AC1,HV2600,ECS,LV5200, 65 months for AIO.

## Important points for service:

- All cases that feed back to FoxESS will need to provide inverter model, serial number, problem description, measures taken and results, related phenomenon/diagnosis/measurement videos or photos.
- All issues listed on “Fox Troubleshooting ” file will need to provide FoxESS the related information as listed on the files, so that FoxESS can provide the instruction for the next step action.
- For all faulty units’ pick up please provide FoxESS either products SN, faulty reason, pick up address.
- All replacement needs to be authorized by FoxESS, FoxESS has the right to refuse the warranty claim if the unit been replaced without FoxESS’ approval.