**Client Service Report for Business Trip**

FM-SD-010-AU

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Project name / Company Name |  | | | | | | | Total inverter Qty installed | | |  |
| Product Model |  | | | | Product S/N |  | | Inv Firmware Version | | |  |
| Installer |  | | | | Contact Person |  | | Contact Number | | |  |
| Consumer Name |  | | | | Phone or Email |  | | Installation date | | |  |
| Fault  Description &  Customer / consumer explanation | LCD display reads | | |  | | | LED status (color) | | |  | |
| Fault history, Fault frequency, etc: | | | | | | | | | | |
| Panel Configuration | Number of strings per MPP Tracker: | | \_\_\_\_/\_\_\_\_(Tracker A / B) | | | Number of panels for each string: | | | Tracker A: \_\_\_\_/\_\_\_\_/\_\_\_\_  Tracker B: \_\_\_\_/\_\_\_\_/\_\_\_\_ | | |
| Measurement Record & Inspection | Item | | Value or conditions | | | Item | | | Value or conditions | | |
| Wiring Distance from Panes to Inv | |  | | | Wiring Distance from Inv to residential Switchboard | | |  | | |
| Measured DC input **I** (Inv ON) | |  | | | DC input Power read on the LCD (Inv ON) | | |  | | |
| Measured DC input V( Inv OFF) | |  | | | String Voltage Measured on PV input terminal | | | Tracker A: \_\_\_\_/\_\_\_\_/\_\_\_\_  Tracker B: \_\_\_\_/\_\_\_\_/\_\_\_\_ | | |
| Measured DC input V(Inv ON) | |  | | | Voltage drop between panels and inverter | | |  | | |
| Grid Vac Measured ( When Inv OFF) | |  | | | Grid Vac read on the Inv LCD ( When Inv is Working) | | |  | | |
|  | Grid Vac Measured ( When Inv is Working) | |  | | | Grid Vac Measured **on Inv connection switchboard** ( When Inv is Working) | | |  | | |
| Other phenomenon (Physical damage, fire, flooding, burning spots, water ingress, etc) | | |  | | | | | | | | |
| Customer feedback / requirement |  | | | | | | | | | | |
| Special Instruction | |  | | | | | | | | | |
| Solution / Conclusion | |  | | | | | | | | | |
| **Field Service Date：**  **Representative:** | | | | | | **Customer Signature**  **/ date:** | | | | | |