

Schneider Electric Solar – Warranty Claims

Issues with Grid Tie Inverters, Solar Charge Controllers and Battery Based Inverters should be checked by a suitably qualified local solar installer. You should always contact the original installer if possible. Otherwise you can find a local installer via the following Clean Energy Council Website.

<https://www.cleanenergycouncil.org.au/consumers/buying-solar/find-an-installer>

NOTE: Please ensure the installer is suitably qualified for your type of installation. For example: If you have a battery-based system you will require an installer which is SPS (Standalone Power System) Design and Install Certified.

For detailed product support or warranty claims on Xantrex GT, Conext RL, TL, CL Series Grid Tie Inverters, Conext MPPT Solar Charge Controllers, Conext SW, XW and XW+ Series Battery Based Inverter and related Accessories you will require to provide a scanned proof of purchase (customer invoice for solar system & products) to be attached to your support case lodgement via the following Netsuite link.

<https://solar.schneider-electric.com/tech-support/netsuite/>

Ensure to provide as much detail as possible including any relevant photos of the equipment and/or installation when filling out the web form for us to quickly evaluate your warranty claim.