

Complaints processing within the European Union 5 steps to your replacement inverter

For fast, easy processing of your complaint regarding a StecaGrid inverter, the following 5 steps must be completed.



First contact your system installer to rule out a problem with the PV or network installation.



Then your installer should contact our technical customer service by telephone on +49 (0)8331 8558 833 or by email at customerservice@katek-group.com, so that we can agree what further steps need to be taken. Please have the following information at hand: inverter type, serial number (shown on the type plate attached to the side) and if available, the event messages (shown on the display in the main menu under „Event log“). Installers should also provide information and measured values on PV voltage, mains voltage and insulation resistance.



If after the error analysis we are unable to assist you further, we will send you a replacement device request form via email. You can also download the form at any time from our website at www.steca.com. Please fill out this form in full and send us a signed copy via email to customerservice@katek-group.com or by fax to +49 (0)8331 8558 132. Please note that we cannot process unsigned forms.



After we have received your fully filled-out, signed form, we will initiate the procedure for dispatching a replacement inverter. The inverter we send is in mint condition and is delivered **without accessoires**. The original accessoires, such as the AC connecting plug or mounting plate, must remain in the system. Replacement inverters weighing up to 30 kg* are sent via parcel service (usually UPS). The inverter that is the subject of complaint to KATEK Memmingen GmbH free of charge. Replacement inverters are usually delivered by UPS within one or, at the latest, after two working days.



After you have exchanged the two inverters, pack the inverter that is the subject of complaint in the box used for the replacement device and insert a copy of the filled-out replacement device request form. Once you have attached the UPS return label to the sealed box, you can then conveniently and quickly agree on a pick-up date with UPS by calling +49 (0)1806 882663. (This phone number is valid only for Germany. In other countries, it may be necessary to call a different number. Please check with UPS: www.ups.com).

*StecaGrid inverters weighing more than 30kg are dispatched on a pallet via a delivery company. This applies to the StecaGrid 8000 3ph / 9000 3ph / 10000 3ph / 8000+ 3ph / 10000+ 3 ph inverters. Once you have successfully replaced the device, please contact us on +49 (0)8331 8558 833 or via email at customerservice@katek-group.com, so that we can arrange for the delivery company to collect the package. The inverter that is the subject of complaint must be ready for collection in the sealed box on the pallet.