

## IMPORTANT NOTICE TO THE BUYER OF SOLAR INVERTERS

Thank you for you choosing Voltacon Solar inverters and battery chargers. We would like to make you aware of our customer service policy.

### Important Notes:

1. It is **important to read** the manual of the inverter before the installation.
2. You have to use an authorised solar electrician/engineer if you have any doubts.
3. If your question is not covered in the installation manual, you can open a ticket: [help@voltacon.com](mailto:help@voltacon.com). The serial number and product name of the inverter is required.
4. If there is an error or warning code, please refer to the manual of the inverter first before you contact our technical support ([help@voltacon.com](mailto:help@voltacon.com))
5. In case you want to return your inverter for inspection, there is a flat charge of £90.00 to complete the investigation.
6. If the fault is covered under the warranty we will repair or replace the products free of charge.
7. For products that are returned to Voltacon and have no fault the cost of inspection is £90.00. That does not cover postage cost.
8. Technical inquiries are not answered by telephone, we will endeavour to respond to your ticket in 24hours (email us: [help@voltacon.com](mailto:help@voltacon.com))

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[www.ledison-led-lights.co.uk](http://www.ledison-led-lights.co.uk)

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