

INVT overseas after sales service Online system instruction

Web Site: http://invtos.invt.com.cn:8002/

System Requirements: Windows 7, Windows 10; IE11, Chrome

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Process Logic:



Note: At present, our system only supports serial number query and fault data entry of inverter, servo driver (excluding motor), PLC, Solar inverter and elevator EC series (excluding peripheral board). For other products such as servo motor, elevator peripheral board, solar option, please fill in the claim report and send email to Technical Support.



1. System login

INVT AFTER S	SALES SERVICE SYSTEM
	User
英威腾	Password
	Login in

User: Set by the system administrator usually your company name and cannot be changed.

Password: The initial password is set by the system administrator and can be changed by the user after login.

2. Home page introduction

invt	OVERSEAS	theme [default] A change password 1 [test] () exit
📃 Menu 🛛	Fault data entry 🕫 ×	
Fault data entry	QUERY MAINTENANCE REQUEST 3	
Parts application		1507
Delivery confirm	SERVICE MODE: SERIES NUMBER: SIGN OFF STATUS: -SER	4
Inventory manage	CLAIMREPORTNI AREA DEALER NAME SERIAL NUMBER INVERTER MODI DATE OF MANUF FAULT DATE	AULT CODE OR SIGN OFF STATI CREATE TIME COMPLETE TIME
	1 test202404001 test F06231047698 GD20-0R7G-S2-2023-04-03 2024-03-15 0	OC1 TO BE REVIEWE 2024/4/13 17:2
	30 V H 4 Page 1 of 1 V H O	Displaying 1 to 1 of 1 items

(1) Function module display: function modules can be quickly switched. Only the "fault date entry" function is opened now. Other function are still being tested.

(2) User settings: you can change the theme, Change the password and exit the system.

(3) QUERY : Used to refresh the failure report list and install item 4 specific criteria search.

* MAINTENANCE REQUEST : Fault claim report start button, press to enter the fault claim report filling

page.

(4) Claim report display area: where you can view the list and status of all the fault claim reports that have been filled in and submitted.

(5) Provide query methods according to "service mode", "serial number", "Sign off status". You



can click the column "sign off status" to view the details of the completed claim report.

Sign Off Status:

	SERVICE MODE:	SERI	ES NUMBER:		SIGN	OFF STATUS:	SELECT V			
ма	INTENANCE APPLI	ICATION RECORD								
	CLAIMREPORTN AF	REA DEALER NAME	SERIAL NUMBE	F INVERTER MODI	DATE OF MANUF	FAULT DATE	FAULT CODE OF	SIGN OFF STAT	CREATE TIME	COMPLETE TIMI
1	test202404003	test	I0622C010199	GD270-030-4-L	2023-03-30	2024-04-11	OC1	TO BE REVIEWE	2024/4/13 17:2	
2	test202404002	test	106241086989	GD350-075G-4	2024-02-19	2024-05-09	OV2	INVALID	2024/4/13 17:2	2024/04/13 17
3	test202404001	test	F06231047698	GD20-0R7G-S2-	2023-04-03	2024-03-15	OC1	COMPLETE	2024/4/13 17:2	2024/04/13 17
30	🗸 候 🖣 Page	1 of 1 🕨 🕅 ዕ							Displayin	g 1 to 3 of 3 items

To Be Reviewed: Submitted successfully, waiting for INVT administrator to review.

Complete: After the failure claim report data is approved, the customer can click to view the report content. INVT administrator will inform business personnel to place an order to send spare parts or inverter to complete warranty.

Invalid: It means that INVT administrator failed to pass the audit. Some data has problems. Please check the remarks content. If you have any questions, please contact INVT technical service personnel for confirmation. You can redo the report by clicking **Invalid** again.

3. Fill in the fault claim report

📃 Menu 🛛 🖾	Fault data entry C×		
Fault data entry	😽 RETURN		
Parts application	DEALER NAME:	test	
Parts application	CLAIM REPORT NO .:	test202404001	
Delivery confirm	END-USER NAME:	TEST	
Inventory manage	END-USER CONTACT:	TEST1	
	SERVICE MODE:	REPLACE INVERTER	~
	SERIES NUMBER:	F06231047698	Y CHECK SN
	INVERTER MODEL:	GD20-0R7G-S2-BK	
	DATE OF MANUFACTURE :	04/03/2023	
	FAULT DATE:	03/15/2024	
	WARRANTY EXPIRY DATE:	04/03/2025	
	SERIES:	GD20	
	POWER:	0.75KW	
	FAULT CODE:	0C1	~
	FAILURE PHENOMENA:	No output	~
	FAULT DESCRIPTION:	Inverter error occurs "OC1" when power on. The results after we checked: Igbt and driver board are d	amaged.

Dealer Name: Do not need to fill in, directly display the current user name.

Claim Report No. : Do not need to fill in, automatically generated by the system.

Form: Dealer name (abbreviation) +Date + Serial number of this month. For example: TEST202404001.

End-user Name& End-user contact: Please fill in according to the actual situation.

Service Mode: The drop-down option is provided. The default is to replace the spare parts.



According to the after-sales agreement or the damage of the frequency converter, you can

choose to replace the whole machine when the spare parts cannot be replaced for

maintenance. The final conclusion is determined by INVT administrator.

SERVICE MODE:	REPLACE SPARE PARTS	~
	REPLACE SPARE PARTS	
	REPLACE INVERTER	
1.1.1		

Series Number:

SERIES NUMBER: PLEASE INPUT SERIAL NUMBER	Y CHECK SN
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Fill in the serial number of inverter in this box, and press check SN button to check after filling. The calibration process may take 3-5 seconds. After the calibration is completed, the INVERTER MODEL and DATE OF MANUFACTURE will be displayed.

For example:

SERIES NUMBER:	F06196018422	Y CHECK SN
INVERTER MODEL:	GD10-0R7G-S2-B-ZX	
DATE OF MANUFACTURE :	06/18/2019	

If the serial number is not correct, a pop-up window will prompt that the serial number is wrong,

please check again.

SERVICE MODE:	REPLACE SPARE PARTS	TIPS	✓	
SERIES NUMBER:	10622C010199	WRONG SERIES NUMBER.PLEASE	Y CHECK SN	
INVERTER MODEL:	PLEASE INPUT INVERTER MODEL	CHECK AGAIN!		
DATE OF MANUFACTURE :	PLEASE INPUT DATE OF MANUFAC			
FAULT DATE:	PLEASE INPUT FAULT DATE	Ok		
WARRANTY EXPIRY DATE:				
SERIES:				

Fault Date: According to the actual fault date, select it from the drop-down option.

AULT DATE:	PLI	EASE	INP	UT F	AUL	T DA	TE		
· .		•	Au	g 20	020)	• ••		
	s	М	т	w	т	F	s		
	26	27	28	29	30	31	1		
	2	3	4	5	6	7	8		
	9	10	11	12	13	14	15		
	16	17	18	19	20	21	22		
. I	23	24	25	26	27	28	29	IPTION	
	30	31	1	2	3	4			
		Tod	lay		C	lose			

Warranty Expiry Date: Please calculate and confirm according to the date of manufacture and the warranty period stipulated in the sales agreement. If you cannot confirm this date, you can



choose not to fill in.

Series: Abbreviation for product series; For example, GD20, GD200A, GD10, etc.

Power: Inverter power; For example, 0.75KW, 1.5KW, 15KW, etc.

Fault Code: For the current fault code, please check the parameter P07.27, and then select from the drop-down options, such as OC1, OV2; if there is no fault code or cannot be queried, please select the end option "OTHER".

FAULT CODE:	PLEASE INPUT FAULT CODE	~
FALLET DESCRIPTION:	ОНИ	
FAULT DESCRIPTION.	ItE	^
	SPI	
	SPO	
	tE	
REMARK:	OL1	
	OL2	
	CE	
_	BCE	
	OTHER	~
D PICTURE		

Failure Phenomena: Please select according to the actual situation. If there is no corresponding fault phenomenon please select the option "Other".

FAILURE PHENOMENA:	PLEASE INPUT FAILURE PHENOMENA	~
FAULT DESCRIPTION:	No display	
	No output	
	Bad communication	
	Motor rattles/shakes	
DEM DI	Abnormal display (missing picture, white screen, 5 8s, flickering display, etc.)	
REMARK:	Fault alarm (fault code drop-down selection or manual filling)	
	Burnt motor	
	Fire	
	Blown capacitor	
	Terminal function failure	

Fault Description: Please describe the specific damage, detection and analysis process and test

results. And fill in the form as below:

Fault condition and reason analysis : For Example Initial checking at inverter's input and output terminal status: 1) R, S, T with "+" terminal : 0.455V, 0.455V, 0.454V 2) U, V, W with "+" terminal : Open circuit, 0.463V, 0.463V 3) R, S, T with "-" terminal : 0.454V, 0.455V, 0.454V 4) U, V, W with "-" terminal : Open Circuit, 0.395V, 0.395V

From the initial troubleshooting results, it can be seen that the IGBT 's "U" phase of the inverter is already damaged.

From the outer appearance of the inverter, it can be seen that the inverter's plastic cover is already melted. The input and output section of the inverter's main power terminal block is also damaged. Rust can be found on the screws of the main power terminal as

Signature :

Remarks: If the administrator fails to approve the fault claim report, he will explain it here.



Add Picture: Please press this button to add photos of the faulty inverter.

	FAULT CODE: PLEASE INPU	F FAULT CODE				~	
FAILURE	PHENOMENA: PLEASE INPU	FAILURE PHENOMENA				~	
FAULT I	DESCRIPTION: PLEASE INPUT	AULT DESCRIPTION					
	REMARK:						
ADD PICTU	JRE						
+ ADD PICTU (just support jpg,	JRE jpeg, gif, png format and sho	uld be less than 1M, other	wise the submission may fail.)				
ADD PICTU (just support jpg, FAULT INVERTER IN	JRE jpeg, gif, png format and sho FORMATION DETAILS	uld be less than 1M, other	wise the submission may fail.)	J			
e add pictu (just support jpg, FAULT INVERTER IN RUNNING TIME	JRE Jpeg, gif, png format and sho RFORMATION DETAILS MASTER CONTROL CHIP BI	uld be less than 1M, other	wise the submission may fail.) ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME FA	AILURE TIME	FAULT CASE
ADD PICTU (just support jpg, FAULT INVERTER IN RUNNING TIME 1	JRE jpeg, gif, png format and she HORMATION DETAILS MASTER CONTROL CHIP BI	uld be less than 1M, other	wise the submission may fail.) ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME FA	AILURE TIME	FAULT CASE
ADD PICTI (just support jpg, FAULT INVERTER IN RUNNING TIME 1	JRE jpeg, gif, png format and sho HORMATION DETAILS MASTER CONTROL CHIP BI	uld be less than 1M, other	wise the submission may fail.) ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME F4	AILURE TIME	FAULT CASE
ADD PICTU (just support jpg, FAULT INVERTER IN RUNNING TIME 1 REPAIR RESULT	JRE jpeg, gif, png format and sho HORMATION DETAILS MASTER CONTROL CHIP BI	uld be less than 1M, other	wise the submission may fail.) ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME FA	AILURE TIME	FAULT CASE
ADD PICTI (just support jpg, FAULT INVERTER IN RUNNING TIME 1 REPAIR RESULT ADD	JRE jpeg, gif, png format and sho HORMATION DETAILS MASTER CONTROL CHIP BI	uld be less than 1M, other	wise the submission may fail.) ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME FA	AILURE TIME	FAULT CASE

This report must have at least four pictures. Otherwise the failure claim report will not be submitted.

- The whole Inverter picture
- Inverter Nameplate picture, include inverter series number. (Must be submitted)
- Breakdown details picture
- All fault spare part pictures
- PCB board or IGBT series number pictures

For example:



4. Fault Inverter Information Details

	(just si FAULT IN)	upport jpg, jpeg, /ERTER INFORM	gif, png format and shoul IATION DETAILS	d be less than 1N	1, other	vise the submission may fail.)				
	RUNN	ING TIME MAS	STER CONTROL CHIP BRA	MACHINE TYPE		ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME	FAILURE TIME	FAULT CASE
	1				~	×	~		~	
										Þ
tne su	idmission ma	аутан.)								
FAULT	T FREQUENC	Y FAULT RECODE	USER PARAMETERS	1CU/DSP	CARRIER	FREQUENCY				

Please fill in the following guidelines faithfully, if you cannot confirm the information, can be left

blank. Please note: those marked in red must be completed.

Running time: Check P07.14

MASTER CONTROL CHIP BRAND: Can be differentiated by control board material number

MACHINE TYPE: Synchronous motors, asynchronous motors or others

Environment description: Whether have dust? Wet? Install in cabinet?

Application industry: coal? Cement? Oil ?

Device name: motor? Fan? Machine tool? Conveyor belt?....

Fault time: Please select from the drop-down options, day or night.

Fault case: Please confirm with the user that it is Power on, start, or run-time damage.

Fault FREQUENCY: Number of malfunctions occurred

Fault Recode: Please check P07.33-P07.56

User Parameters: Please check all user setting, and fill in.

MCU/DSP: Please check P07.13

Carrier Frequency: Please check P07.14

5. Repair Result

- (1) After completing the above information, you can press the "Add" button to add the required spare parts or replace the whole inverter.
- (2) If you choose to replace a new inverter in "Service mode", the new item is the material code and model of the inverter and the customer needs to fill in the quantity.

						-
REPAIR RESULT	r					
🕀 ADD						
ACTION	BROKEN COMPONENTNAME	BROKEN COMPONENTTYPE	BROKEN COMPONENTSN	PART CODE	QTY	
CONFIRM	G RETURN					

- (3) If the service mode is to replace spare parts: We have built-in database. Customers can directly select the serial number of the spare parts to be replaced from the device serial number item drop-down, and the material code and model will be automatically filled in, and the customer can add the name and quantity.
- (4) You can directly fill in the Broken component name, Broken component type, serial number, part code and quantity of the spare parts to be replaced in the new item.



Add: 12F, TowerA, INVTGuangming Technology Building, SongbaiRoad, Matian, Guangming District, Shenzhen, and ChinaP.C: 518106
Tel: +86-755-2167 3752Fax: +86-755-8631 2832
E-mail: Overseas@invt.com.cn Website: www.invt.com.cn

					NHO185088611 NHO185101440					
RUNNING TIME	ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME	FAILURE TIME	NHO181137976 061805132017	=		USER PARAMETERS	MCU/DSP	CARRIER FREQUENCY
1 1291	Installation in cabinet	N/A	N/A	Day	NHO185136278	34	Vdc	P0.01=1	1	8
REPAIR RESULT					included and inclu					
🕀 ADD										
ACTION BRO	ACTION BROKEN COMPONENTNAME BROK		KEN COMPONENTTYPE			PA	RT CC	DE		QTY
1 Delete						~				

(5) After completing all the items, press the "confirm" button to submit the claim report

application.

	ACTION	BROKEN COMPO	NENTNAME		BROKEN COMPONENTTYPE
1	Delete				
V	CONFIRM	< RETURN			
_					
			TIPS		
				?	

(6) If there is no problem with all the information, Then it will show that Submitted successfully.

NO

YES

(7) If any item is not filled in, you will be prompted with an error. Please check and fill it out before submitting. Please follow the prompts and refill.

TIPS	×
Please fill in the required information completely	
YES	
	TIPS Please fill in the required information completely YES