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Tel: +86-755-2167 3752**Fax:** +86-755-8631 2832
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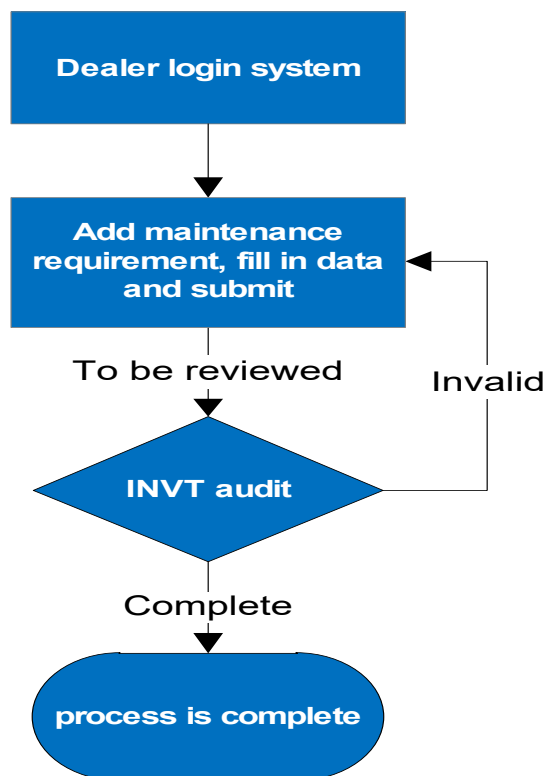深圳市英威腾电气股份有限公司
SHENZHEN INVT ELECTRIC CO., LTD.

INVT overseas after sales service
Online system instruction

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

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

Technical Support: Tim (liuentao@invt.com.cn);　Arlen (zhouxuan@invt.com.cn);

Jayce (tangjie@invt.com.cn)

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.
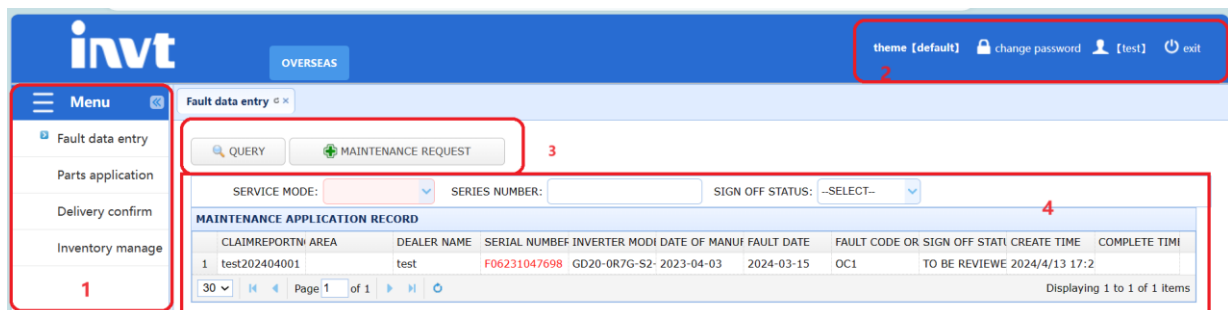
1. System login

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.
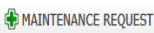
2. Home page introduction

(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:

	CLAIMREPORTN	AREA	DEALER NAME	SERIAL NUMBER	INVERTER MODE	DATE OF MANUF	FAULT DATE	FAULT CODE O	SIGN OFF STATL	CREATE TIME	COMPLETE TIME
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	I06241086989	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:

SERVICE MODE: SERIES NUMBER: SIGN OFF STATUS: --SELECT--
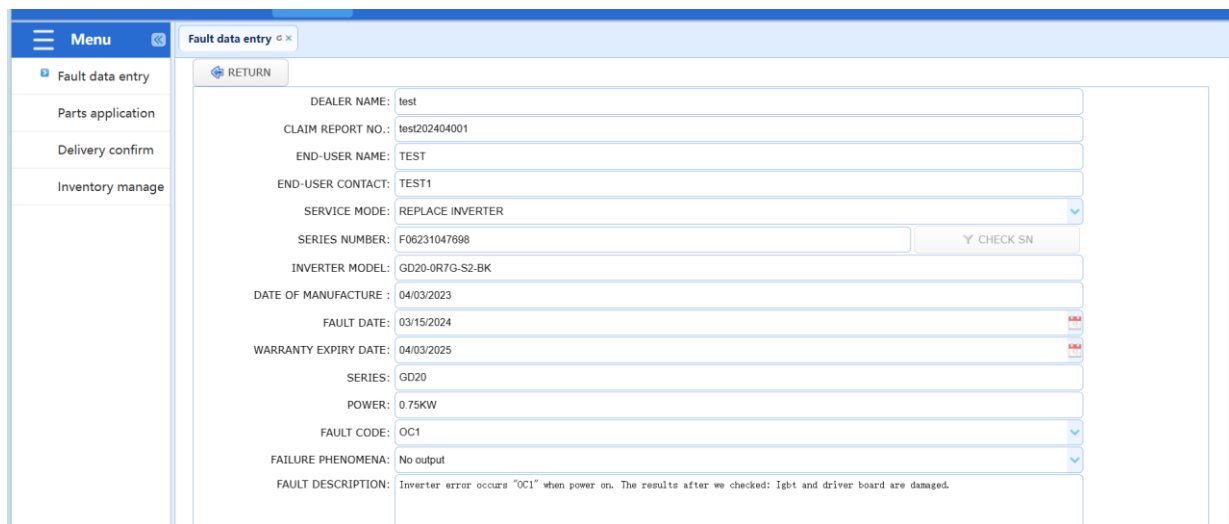MAINTENANCE APPLICATION RECORD
30 ⌄ | Page 1 of 1 | Displaying 1 to 3 of 3 items

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

DEALER NAME: test
CLAIM REPORT NO.: test202404001
END-USER NAME: TEST
END-USER CONTACT: TEST1
SERVICE MODE: REPLACE INVERTER
SERIES NUMBER: F06231047698   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: OC1
FAILURE PHENOMENA: No output
FAULT DESCRIPTION: Inverter error occurs "OC1" when power on. The results after we checked: Igbt and driver board are damaged.

Menu — Fault data entry
- Fault data entry
- Parts application
- Delivery confirm
- Inventory manage

RETURN

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.

Series Number:

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:

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

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

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".

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

Fault Description: Please describe the specific damage, detection and analysis process and test results. And fill in the form as below:

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 INPUT FAULT CODE
FAILURE PHENOMENA:	PLEASE INPUT FAILURE PHENOMENA
FAULT DESCRIPTION:	PLEASE INPUT FAULT DESCRIPTION
REMARK:	

ADD PICTURE

(just support jpg, jpeg, gif, png format and should be less than 1M, otherwise the submission may fail.)

FAULT INVERTER INFORMATION DETAILS

	RUNNING TIME	MASTER CONTROL CHIP BRA	MACHINE TYPE	ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME	FAILURE TIME	FAULT CASE
1								

REPAIR RESULT

ADD

ACTION	BROKEN COMPONENT NAME	BROKEN COMPONENT TYPE	BROKEN COMPONENT SN	PART CODE	QTY

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 support jpg, jpeg, gif, png format and should be less than 1M, otherwise the submission may fail.)

FAULT INVERTER INFORMATION DETAILS

	RUNNING TIME	MASTER CONTROL CHIP BRA	MACHINE TYPE	ENVIONMENT DESCRIPTION	APPLICATION INDUSTRY	DEVICE NAME	FAILURE TIME	FAULT CASE
1								

REPAIR RESULT

the submission may fail.)

FAULT FREQUENCY	FAULT RECODE	USER PARAMETERS	MCU/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					
🌱 ADD					
ACTION	BROKEN COMPONENTNAME	BROKEN COMPONENTTYPE	BROKEN COMPONENTSN	PART CODE	QTY
✓ CONFIRM	🔁 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.

(5) After completing all the items, press the "confirm" button to submit the claim report application.
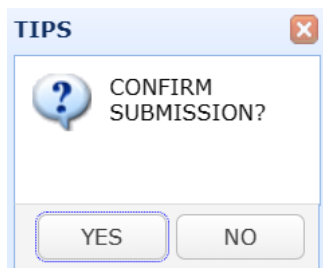
(6) If there is no problem with all the information, Then it will show that Submitted successfully.

(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.