



## TS002 – Sonnen – Request for Technical Support

To enable the Sonnen support staff to be able to diagnose a potential fault situation and offer technical support either via the phone, face time or in person please complete the following basic information request.

Submit this form along with: **TN010.1 - sonnen Australia – Commissioning Report Images** via email to [support@sonnen.com.au](mailto:support@sonnen.com.au) or SMS a photo to +61 408 802 388.

<b>Serial Number *a</b>		<b>Unit Generation *b</b>	
<b>Single or 3-Phase *c</b>		<b>No Battery Modules</b>	

<b>Installer Contact</b>	<b>Name</b>	
	<b>Mobile</b>	
	<b>Email</b>	
<b>Installation Location</b>	<b>Street</b>	
	<b>Region</b>	
	<b>City</b>	
	<b>State</b>	
	<b>Postcode</b>	

<b>sonnenBatterie eco</b>	<b>8.2</b>	<b>*b</b>
Serial number:	47172	<b>*a</b>
Item number:	45710	
Item Version:	8.23	
Mains connection:	L/N/PE	
Nominal voltage AC:	230 V / 50 Hz	<b>*c</b>
Nominal voltage DC:	51.2 V	
Ambient temperature:	5°C ... 30°C	
Protection class:	I / protective conductor	
Protection type:	IP21	
Year of manufacture:	2016	

<b>Description of Fault</b>	
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If you have any further questions or require support or assistance, please contact us at support@sonnen.com.au.

Yours faithfully,

James Sturch  
 Technical Business Manager Australia & New Zealand  
 Sonnen Australia Pty Ltd  
 j.sturch@sonnen.com.au