

How to get full control of the inverter if installer not available?

Main Process

This article describes how the owner can get full control of the inverter if the installer not available.

The installer not available and the owner still have FusionSolar owner account:

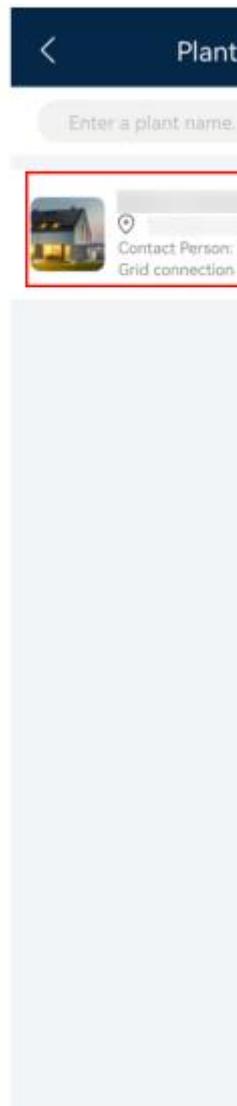
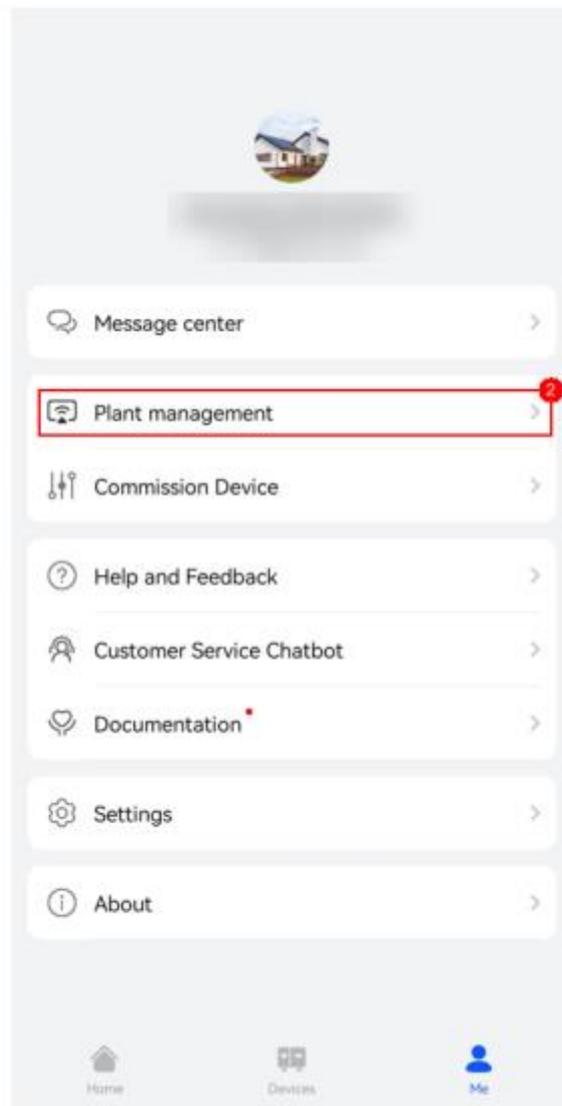
1. Owner find a new installer. The website <https://solar.huawei.com/en/partners/map?type=installer> can support the owner to find a nearby installer.
2. Owner unbind or delete the device from current plant with the owner account.
 - a. Login FusionSolar APP with owner account.
 - b. Go to Me>Plant Management, and then click the plant, choose Add device, then click the delete icon behind the device and unbind or delete the device.
3. Owner delete owner account.
 - c. Login FusionSolar APP with owner account.
 - d. Click Me>Settings>Account Deletion, and then read the notice, agree it and delete account.
4. New installer commissioning the device and create another plant and owner account.

The installer not available and the owner do not have FusionSolar owner account

1. Owner find a new installer, the website <https://solar.huawei.com/en/partners/map?type=installer> can support the owner to find a nearby installer.
2. Owner send request to eu_inverter_support@huawei.com with one of the evidence below which prove that he/she owner the device.
 - The invoice of the inverter and the picture with the device SN.
 - Log in the inverter locally and get the screenshot with the device SN
3. Huawei support to delete the device from current plant.
4. New installer commissioning the device and create another plant and owner account.

How owner unbind/delete the device

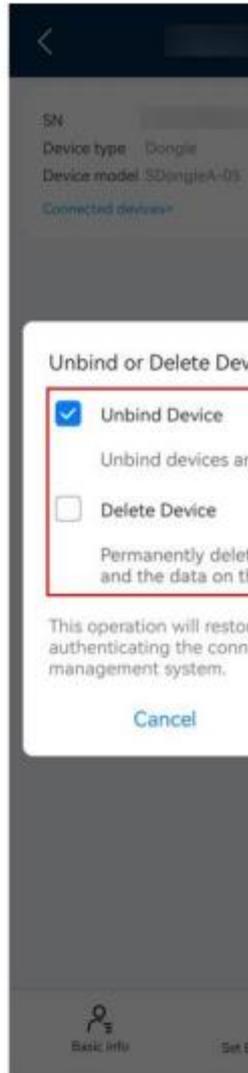
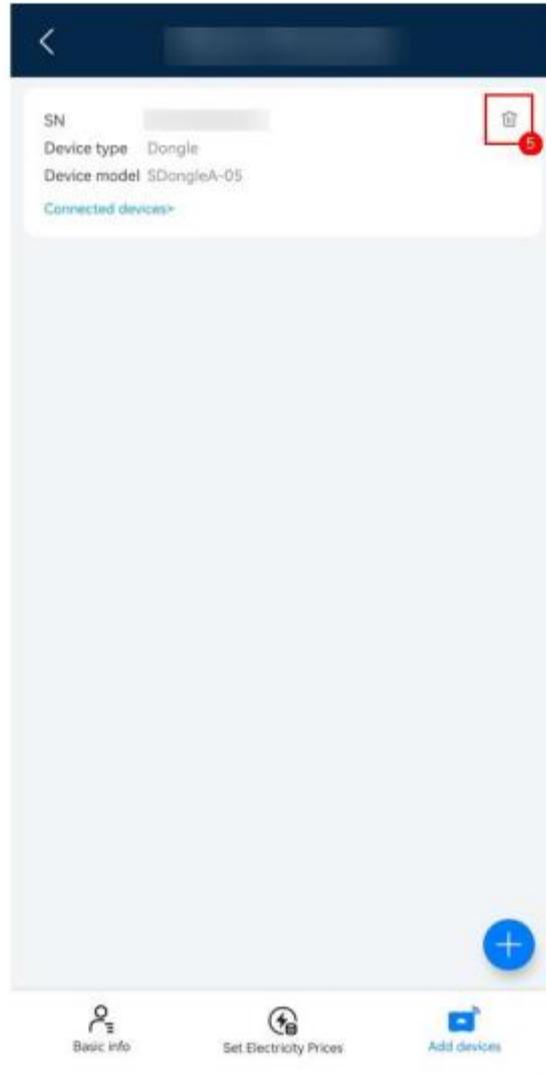
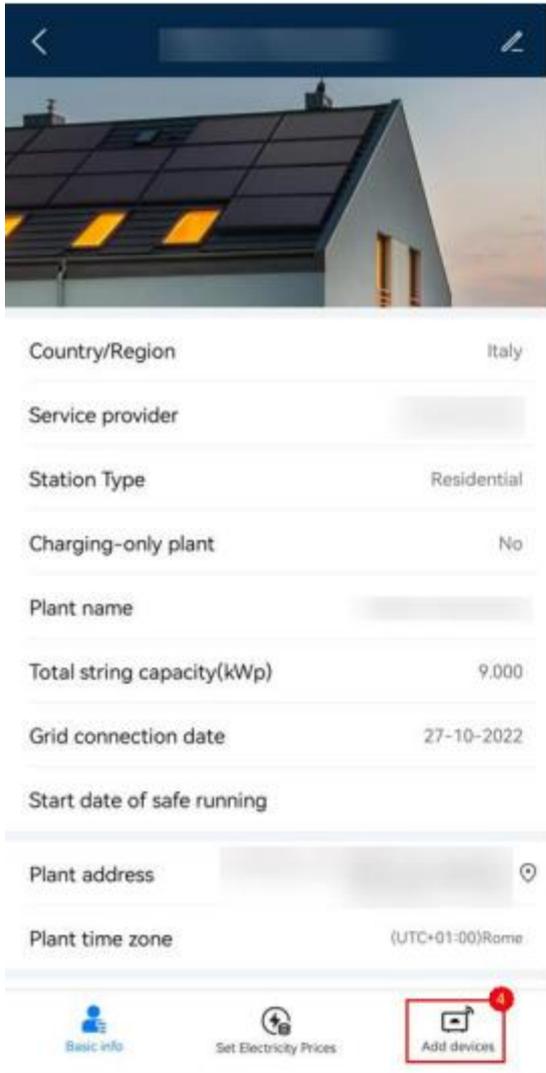
1. Login to FusionSolarAPP using your Owner user account.
2. Go to Me > Plant management > Click on the PV plant to view the PV plant information.



3. Go to Add devices > and tap the bin to Delete/Unbind devices > select Unbind Device or Delete Device according to your needs and then Confirm.

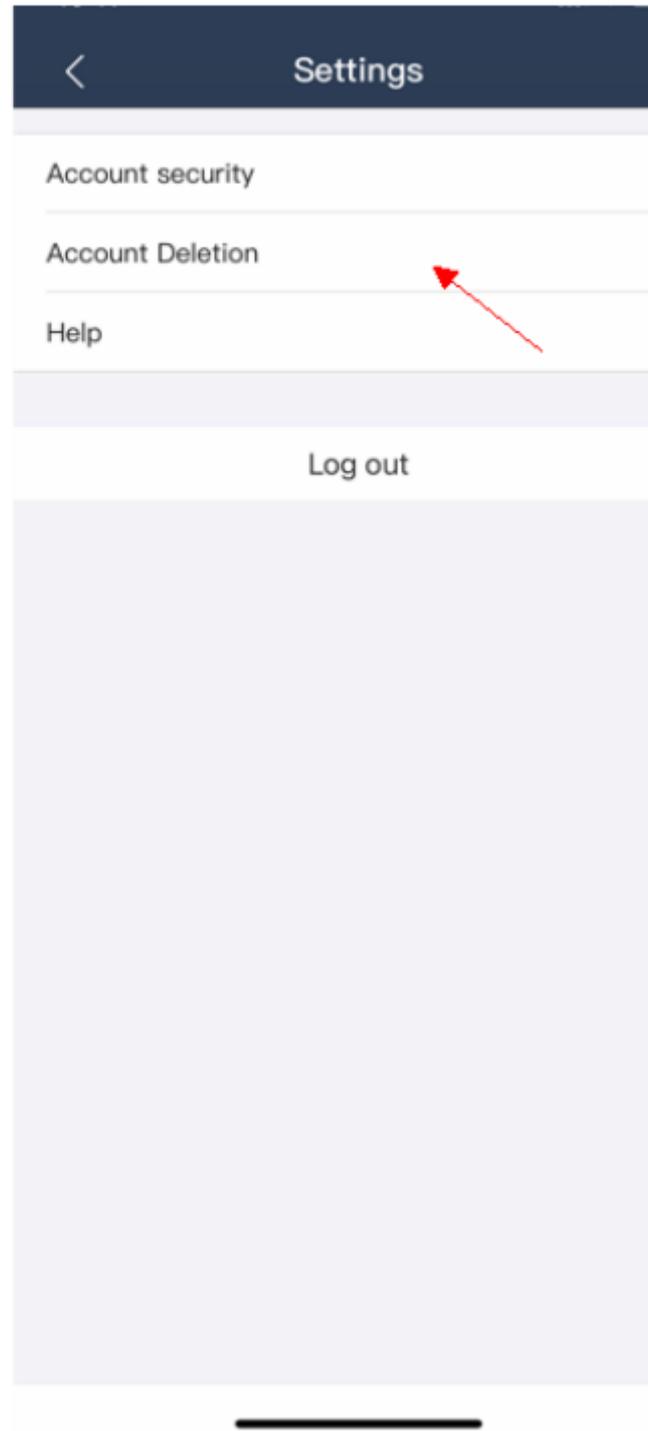
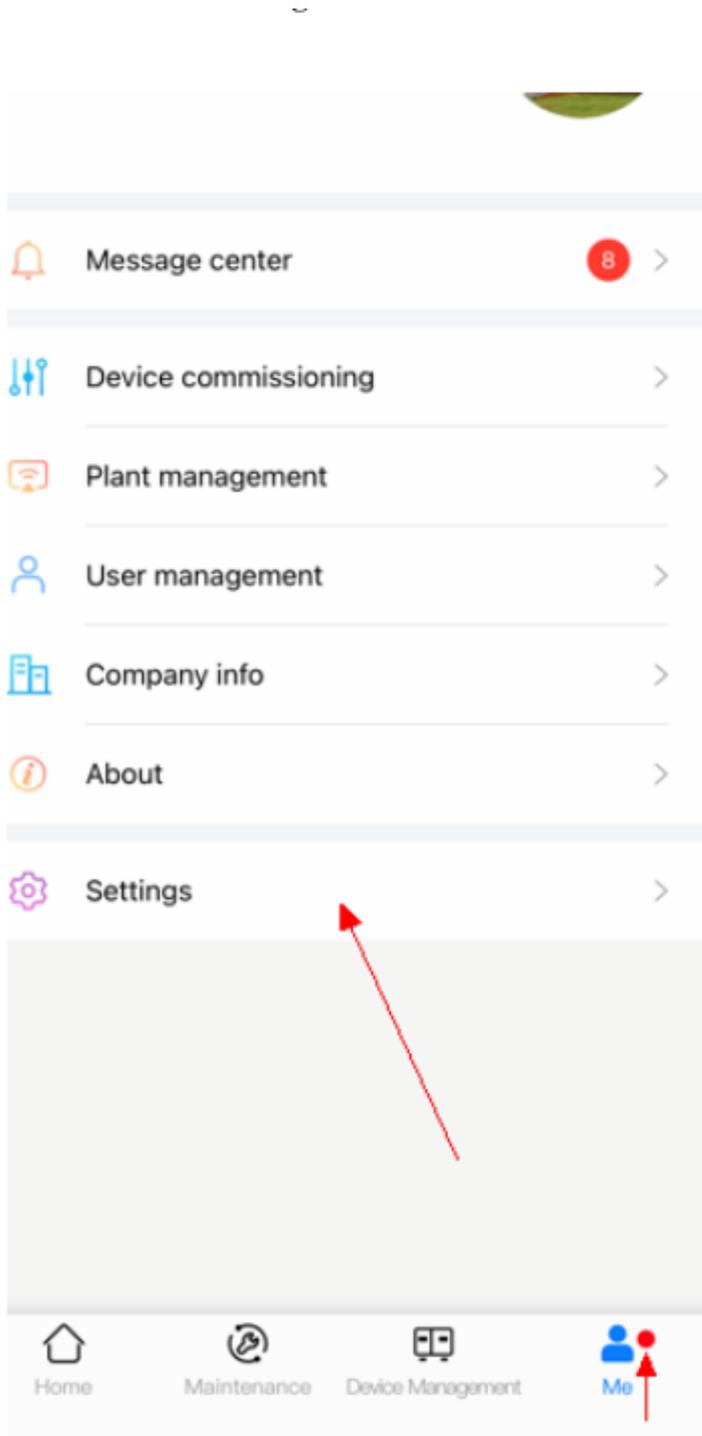
Unbind Device – Unbind devices and subdevices from a plant

Delete Device – Permanently delete devices bound to the plant and the data of the devices registered on the FusionSolar Server.



How owner delete the account?

1. Login to FusionSolarAPP with Owner user account.
2. Go to Me > Settings > Account Deletion.



3. Read the notice and agree, then click Delete Account.

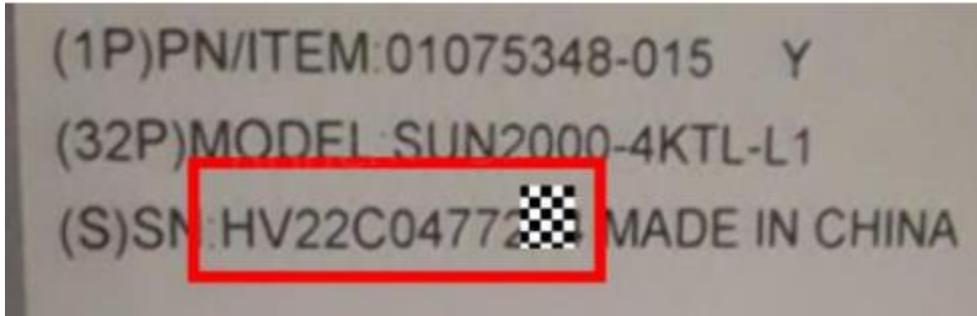
How owner send request to Huawei for device deletion.

When the device were connected to Fusionsolar but the owner have no FusionSolar account, the owner can send request to eu_inverter_support@huawei.com to get support from huawei to delete the device. But Huawei need owner provide one of the following evidence to confirm that the device belong to the owner.

- The invoice of the inverter and the picture with the device SN.

The invoice depend on the installer, so there is no standard format, as long as the invoice have the information that the owner bought the device is ok.

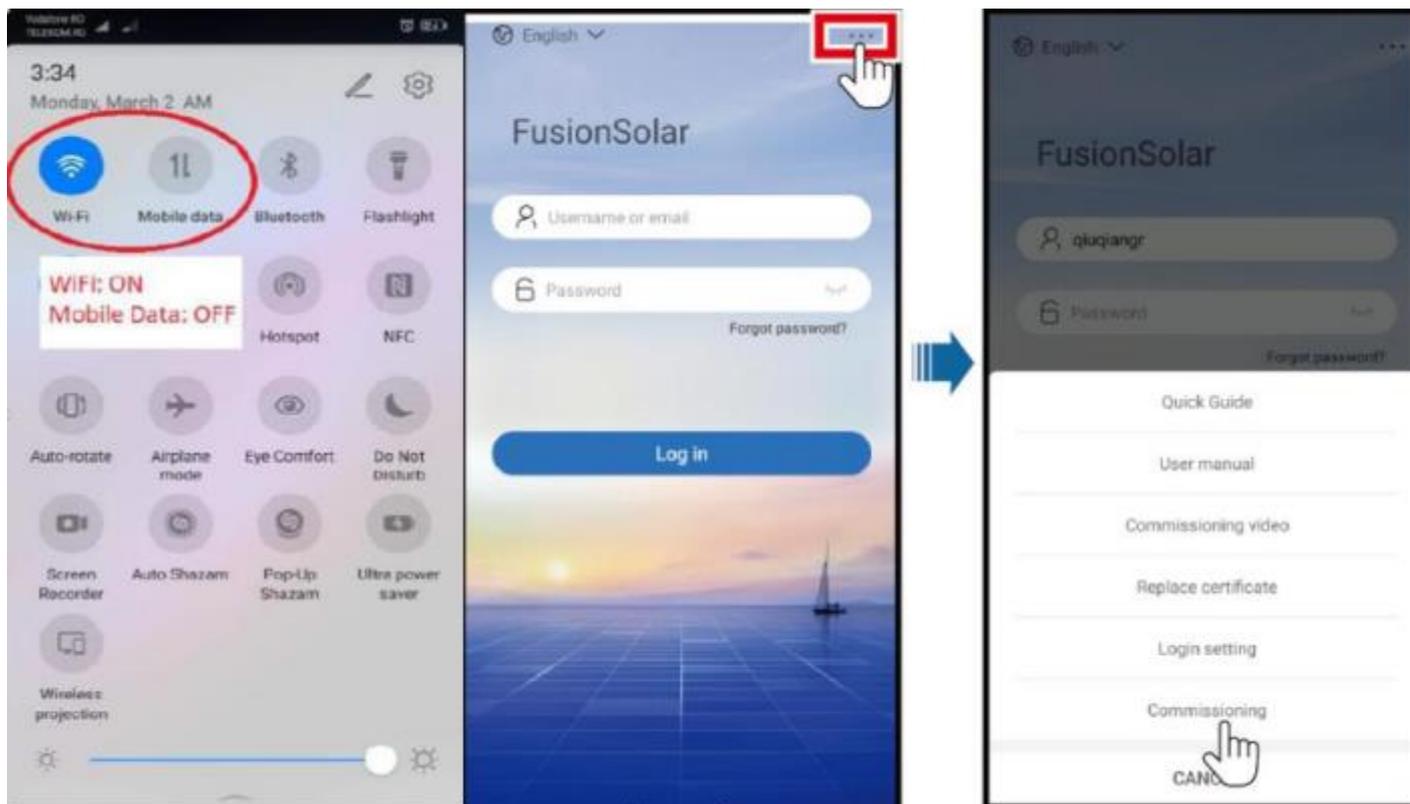
For the picture with device SN, it can be like the following example, as long as it is cleared show the device SN is ok.

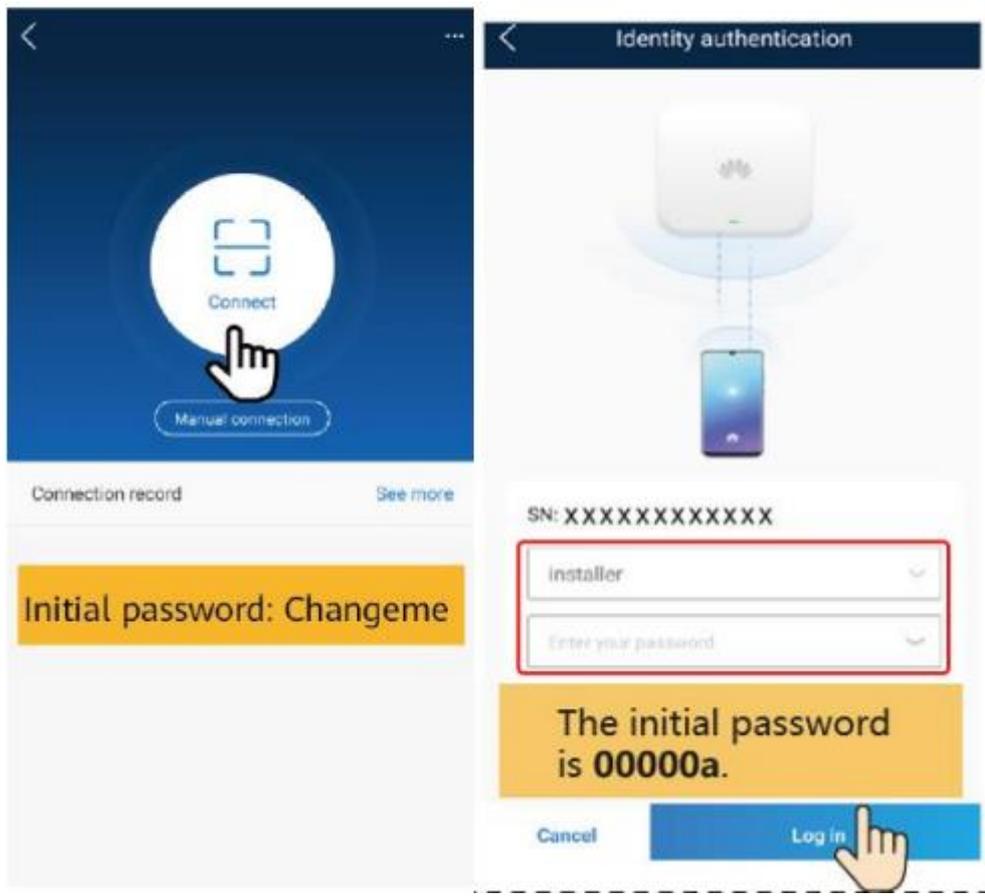


- Log in the inverter locally and get the screenshot with the device SN

1. Connect device locally with FusionSolar APP

***Before to connect it, disable Mobile Data and Enable Wi-Fi of your phone**





2. In the main interface, In the upper-right corner of the home screen, choose  About and then get a screenshot.

