

EXTENSION REQUEST

- Please note, the extension request is only needed for Battery-Box Systems that are not available anymore on the market: Battery-Box HV, LV and PRO
- The Extension Request is not an order and no confirmation about the availability of products
- Please do not contact EFT-Systems for questions related to availability, delivery times or prices of extensions, but contact your wholesaler / distributor as usual
- Depending on the demand, there may be longer delivery times

1. SELECT / REGISTER SYSTEM

- Log into the EFT „Online Service Center“ <https://support.eft-systems.de/login>
- If you or the system that needs extension material is not registered yet, please do so
- Click on the „View“ Button at the existing Battery-Box System that needs extension material

My systems list

Systems list

Create new Systems from colleagues

Search: Search

Search Clean search

ID	System Title	Installation Date	SN BCU	BBOX Configuration/System	Add ticket	Edit	View
LV-200210-009-B	Another Test System	2020-02-10	123456789-12345	Battery-Box L7.0 (2 modules)	Add ticket		
HV-200210-006-B	Test System	2020-02-10	123456789-12345	Battery-Box H6.4 (5 modules)	Add ticket		

2. ADD EXTENSION REQUEST

- Select „Add Extension Request“
- Input the needed extension material. Also state the details of the wholesaler where you will order the material. Then confirm the Extension Request.

HV-200225-005-B

HV-200225-005-B

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Installation Date: 2020-02-10
Battery Box Configuration: Battery-Box H7.7
Serial Number BCU: 123456789-12345
Serial Number Modules: TC123456-00001
TC123456-00002
TC123456-00003
TC123456-00004
TC123456-00005
TC123456-00006

Software Version BCU: V3.012
Inverter: KOSTAL Plenticore Plus
Inverter Configuration: KOSTAL Plenticore Plus

3. RECEIVE „EXTENSION ID“

- After the confirmation you will receive an Email with the „Extension ID“.

4. ORDER AT WHOLESALER

- Order at your wholesaler in the usual way with quoting the „Extension ID“