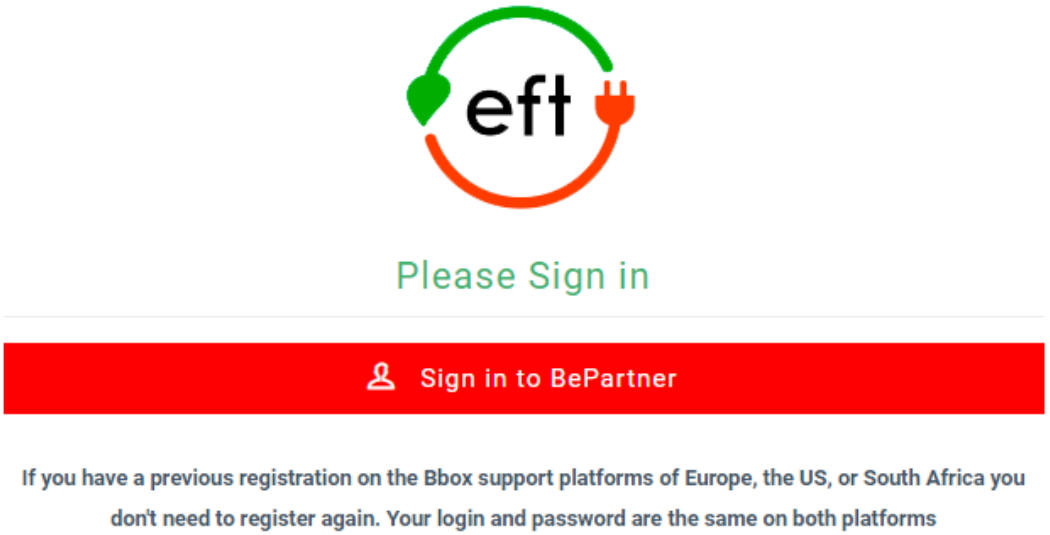
# Aprire Ticket assistenza BYD

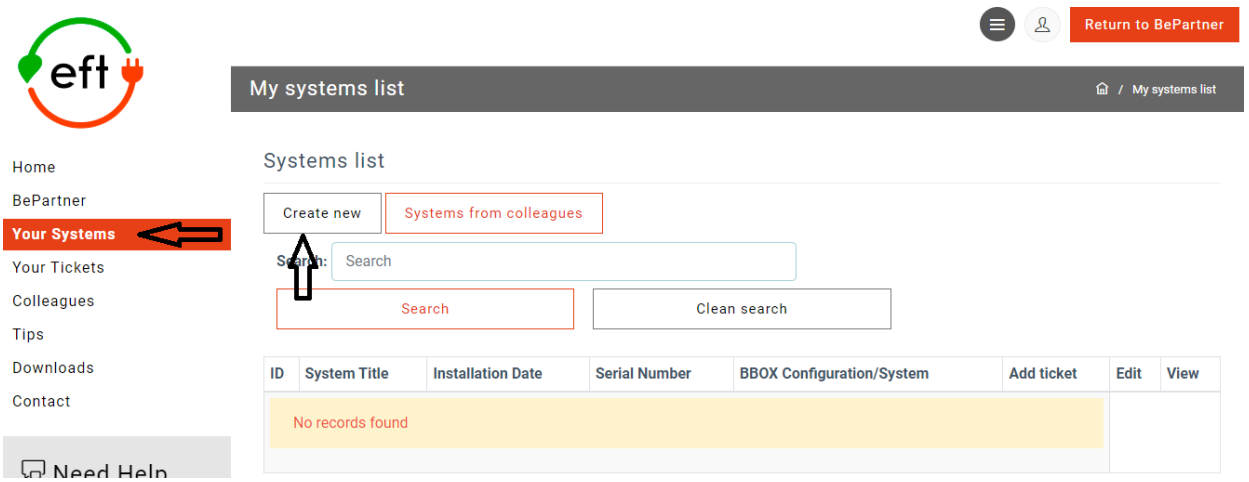
BYD ha un suo sito di riferimento per registrare i sistemi ed aprire i ticket di assistenza a cui fare riferimento:

**https://support.eft-systems.de/login**



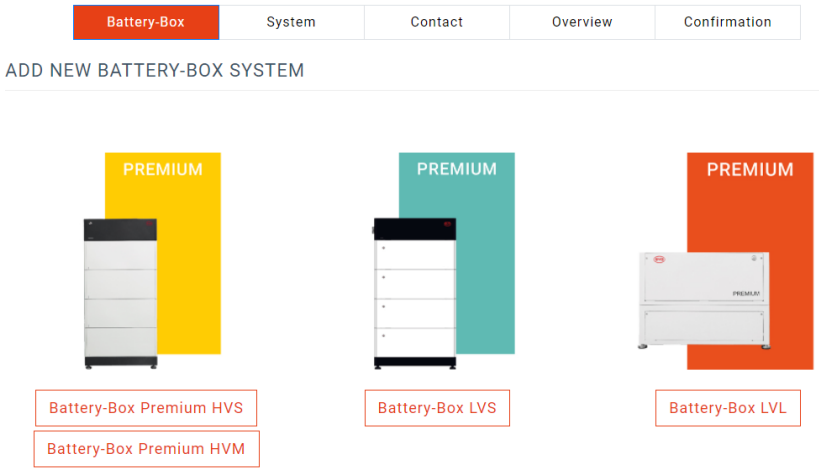

1) **Registrarsi ed effettuare il LOG IN**

2) **Andare su YOUR SYSTEM e selezionare CREATE NEW per andare per inserire il sistema a portale**

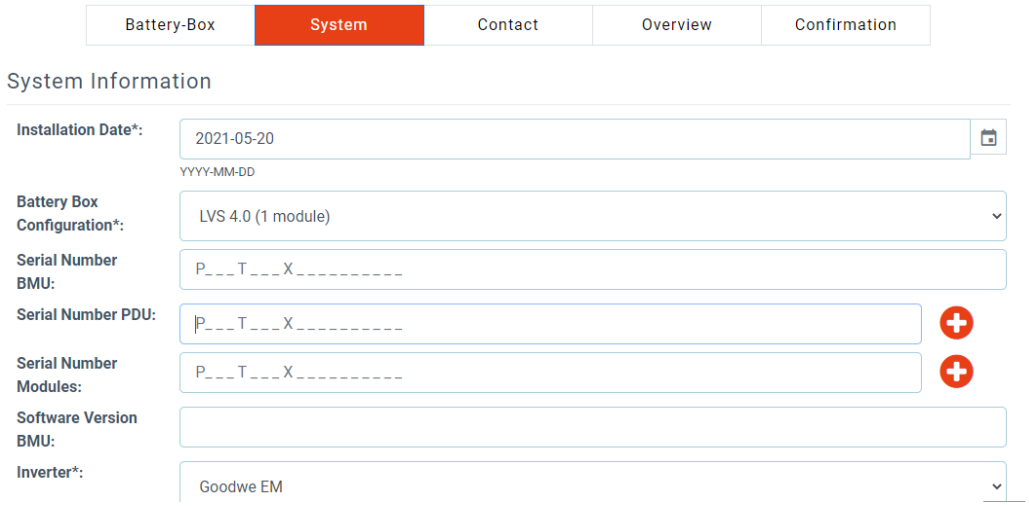


### 3) Compilare i dati nei vari passaggi per inserire le batterie a sistema:

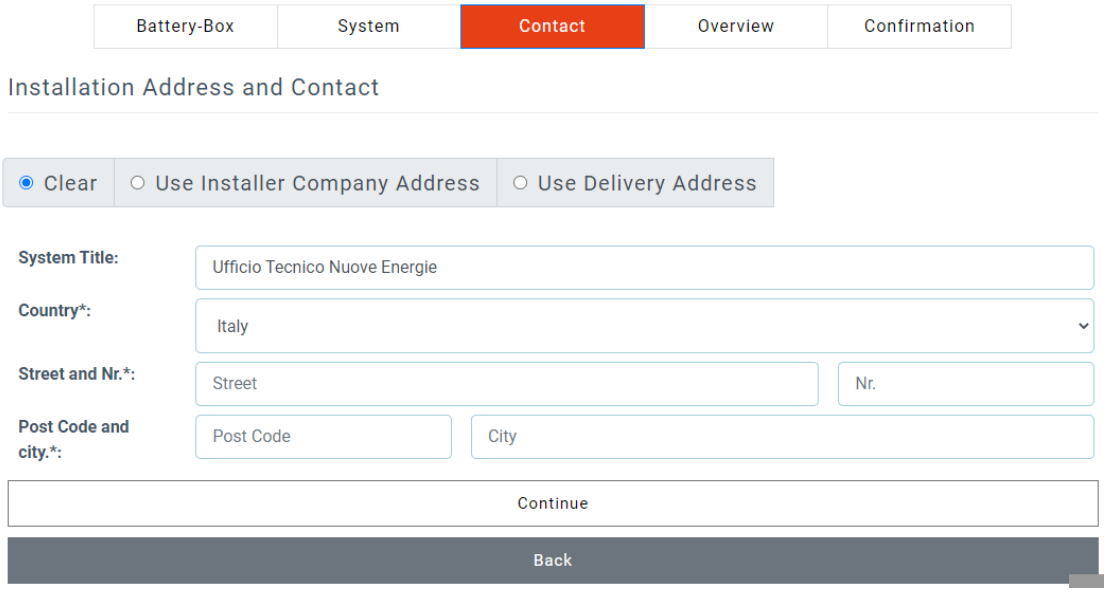
- MODELLO DI BATTERIA



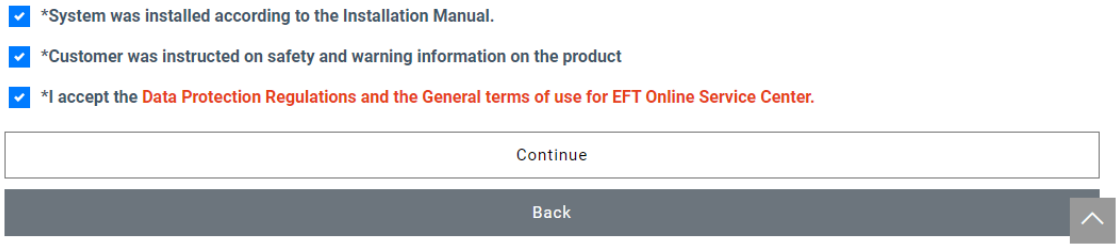

- DATI DEL SISTEMA (SERIALI BMU, BPU, BATTERIE, MODELLO INVERTER…)



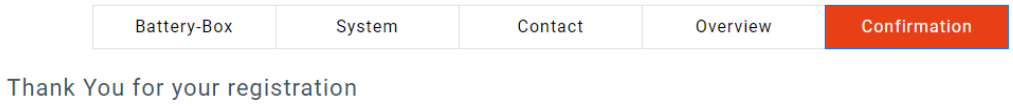

- DATI DI CONTATTO



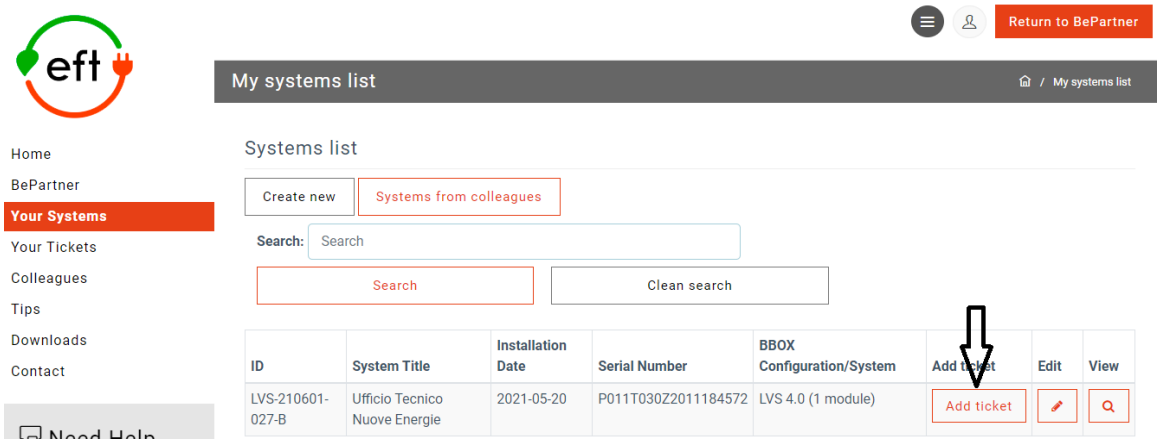
- CONTROLLARE I DATI INSERITI E SPUNTARE LE OPZIONI SOTTO



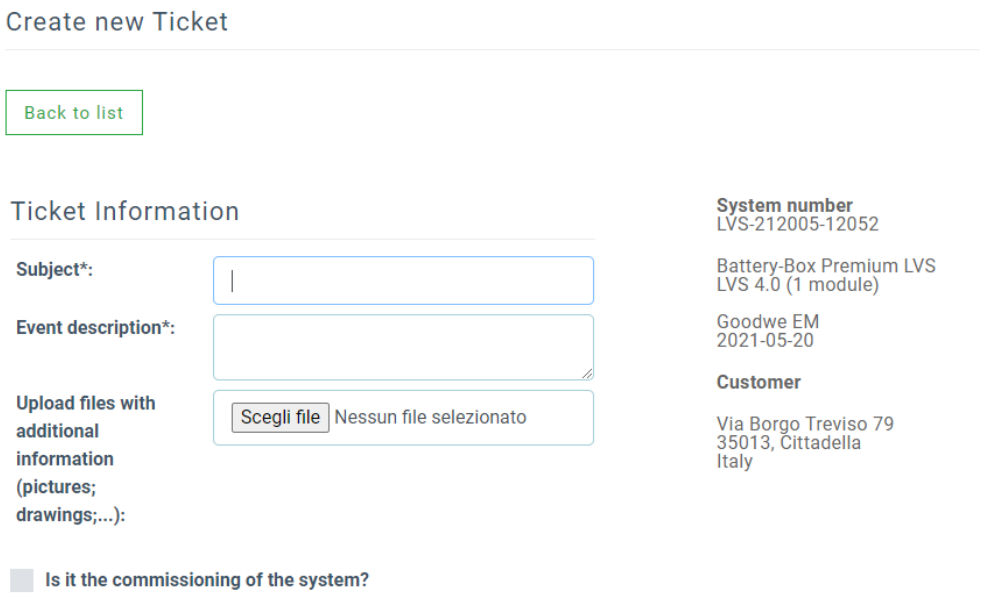

SCHERMATA DI CONFERMA REGISTRAZIONE




**4) Andare ad aprire un ticket per il sistema creato selezionando ADD TICKET**




Compilare con i dettagli del problema fornendo più informazioni possibili (attualmente solo in Inglese).



Link documentazione per verifica installazione:

**https://drive.google.com/drive/folders/1qQ5BAHLMsK0ERVMEqRwVu4W6DT6ySXbT?usp=sharing**

È possibile verificare lo stato della richiesta assistenza da YOUR TICKETS

