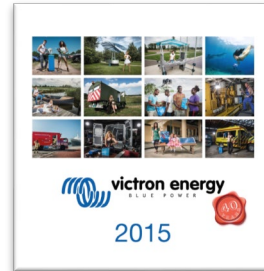




Training - The Victron Expert

# Promotional material

- Clothing
- Light signs
- Flags
- Pens
- Writing booklets
- Calendars



- Promotional and display material is only shipped together with a regular order

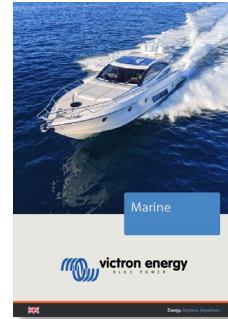
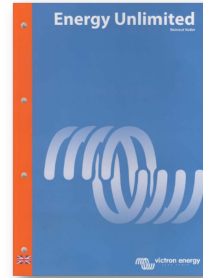
# Display material

Dummies

Display stand

Brochures

Energy unlimited book

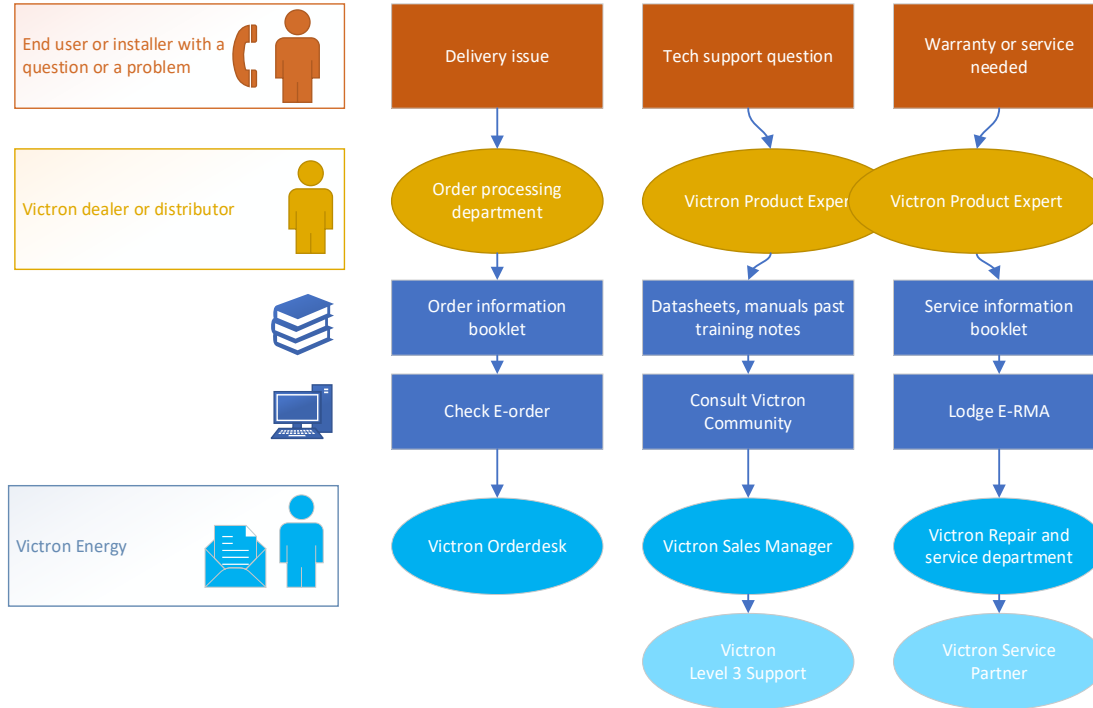


For printable pricelist AUD see:

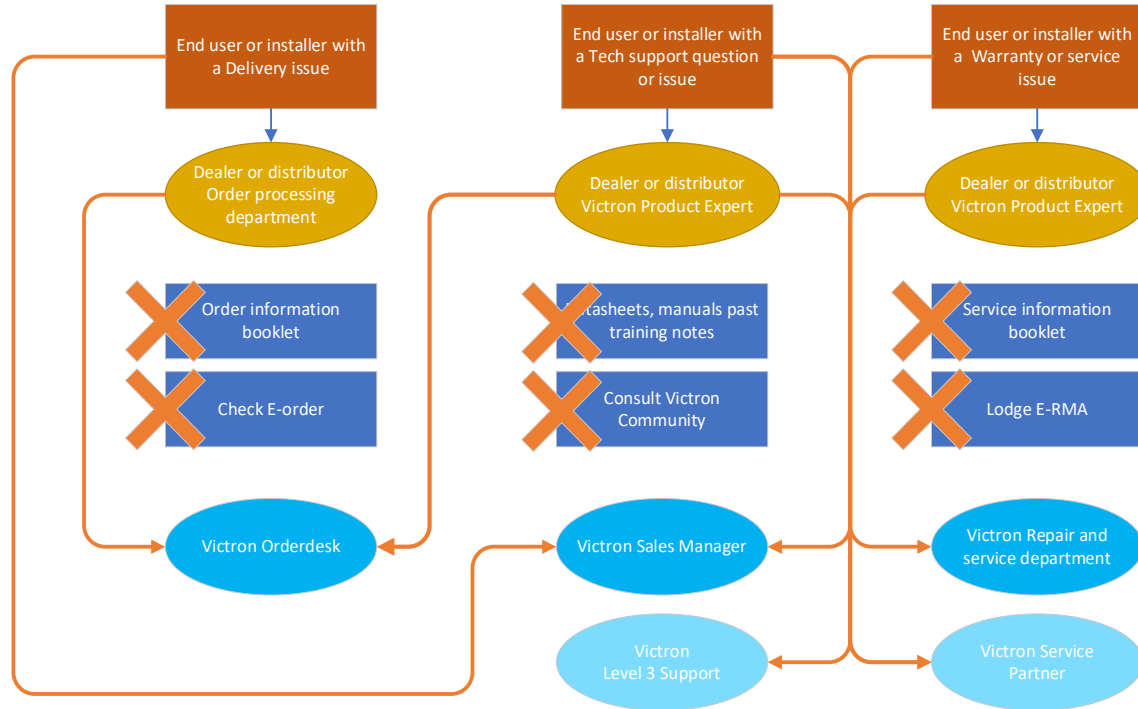
<https://www.victronenergy.com.au/information/pricelist>



# Our rules of engagement

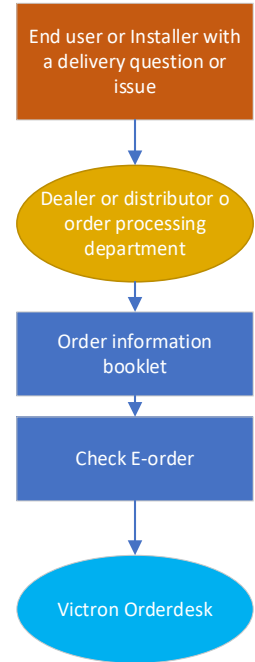


# But .... This is what happens in reality



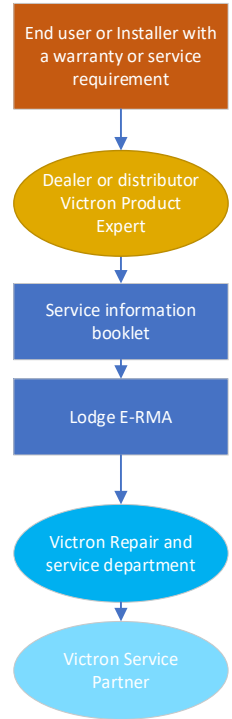
# The ordering and logistics process

- Use and read our order booklet
- Use [E-order](#) for Invoices, packing list and order confirmations
- Use [E-order](#) for pricing information or quotes
- Only contact orderdesk when you have a genuine question
- Urgent deliveries are not possible
- Do not contact your Sales manager. They do not have access to logistics
- Do not contact our Australian warehouse, they have been instructed to refer you back to orderdesk



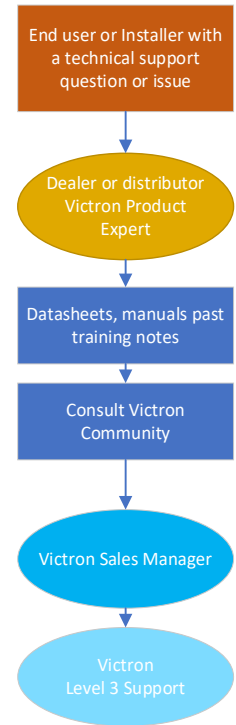
# The service and warranty process

- Service department does not answer technical questions
- Always lodge an [E-RMA](#)
- Do not contact our service partners directly
- Do not send repairs to service partners unless instructed by the service department
- Don't sell Victron to untrained or unskilled customers
- Offer your customer a service contract,
- Have stock on hand to perform a quick product swap



# The technical support process

- You provide support to your customer
- If you get stuck read the manual, technical documents or use the [Victron Community](#) website
- If still stuck contact your supplier, or if you are buying from us, then contact your sales manager
- The sales manager will assist you, or refer higher up within Victron
- Our warranty does not cover labour costs
- Consider offering a service contract to your customers





# Website support form

- For end-users
- End-users describes problem and enters serial number
- Distributor will get and automatic email
- The customer will also get an automatic follow up email a week later asking if the problem is solved.

Step 1

Read the Product Manual



Step 2

Perform a system check



Step 3

Contact your distributor



If you have your product serial number but are not sure who your distributor is please [click here](#)

The screenshot shows two email messages from Victron Energy. The top email is a service request from Reijo Malinen, dated May 21, 2019, at 9:09 a.m. It details a problem with a VRM Portal ID on a Remote Console and includes contact information and a summary of the issue. The bottom email is a follow-up message dated May 28, 2019, at 9:09 a.m., asking if the problem has been solved. It includes a 'Clicking' button and a 'Kind regards, Victron Energy' signature.

# Victron Community - Presentation by Guy Stewart

The screenshot displays the Victron Community website interface. At the top left is the Victron Energy logo with the tagline "BLUE POWER". A search bar contains the text "Find posts, topics, and users...". To the right of the search bar are buttons for "ASK A QUESTION", "SPACES", and user profile icons. Below the search bar is a "Victron Community Guidelines" button. The main content area is titled "All Posts" and features a list of five posts, each with a user icon, title, and answer count. The posts are:

- Tesla Model S battery + Multiplus = Can not turn on inverter below 50% SOC.** 17 Answers. Asked by rockatron on Jan 15 at 5:46 AM, edited by rvsolartech 9 minutes ago.
- My system is 12 volt. I want to buy the victor charge control 100-50. I want to know if it can be connected in parallel to an outback charge control 150-80. if possible what would be the master and or slave. I need a schematic to do the wiring.** 0 Answers. Asked by Carlos 18 minutes ago.
- Why should I choose a Victron MPPT vs other cheaper regulators?** 6 Answers. Asked by rvsolartech on May 27 at 8:24 AM, commented by Geriakt 1 hour ago.
- Honda EU2200i will no longer power trailer Air Con after adding MultiPlus 12/2000** 4 Answers. Asked by Jon Schroeder 1 day ago, commented by Andsoitswritten 1 hour ago.
- REC Active BMS for Victron GX - How many contactors ?** 1 Answer. Asked by andyelford 12 hours ago, commented by nebulight 1 hour ago.

On the right side of the page, there are several sections:

- Victron Modifications Space** (yellow button)
- Help Answer the Unanswered Questions** (yellow button)
- POPULAR TOPICS**: A list of topic tags including MPPT - Solar Charge Controller, Multiplus Quattro Inverter Charger, BMV Battery Monitor, CCGX Color Control, Multiplus-II, Venus GX - VGX, ESS, VRM, Venus OS, Lithium Battery, BMS, VictronConnect, Generator, Phoenix Inverter, battery charging, EasySolar All-in-One, Battery Protect, charging battery, charger, SOC, solar, BYD, smart solar set-up help, Firmware Update Issue, battery, Solar Panel, victron products, voltage, offgrid, VEDirect.
- VIEW ALL** (button)
- RECENT BADGES**: A badge for Geriakt.

# Victron training - New format

## We now will train the trainer:

- We will train you
- And you will train your staff, installers and customers

## Contact your sales manager for:

- Training of your staff
- Training material
- System design assistance

## Self study via Victron professional:

- Webinars
- Study material, lessons and videos
- Exams

# Our websites

## Publicly accessible:

[Victron Energy Website](#) - for general info, product and software info, blog and end-user information (.com and .com.au version)

[Victron Energy Community Website](#) - For tech support

[Victron Energy You Tube channel](#) - For videos

## Login needed:

[Victron Energy VRM](#) - for monitoring

[Victron Energy Professional Website](#) - Training, Event registration, Videos, and learning

[Victron Energy E-order](#) - For ordering and logistics, invoicing and lodging E-RMA

# The Victron Expert

This is the go-to person in your company for anything Victron:

- Is up to date with all new Victron products and information
- Performs staff and customer product training
- Provides design and programming assistance
- Is responsible for customer technical support



Energy. Anytime. Anywhere.