

5-Aug-20

No 120V outlet power inside RV after running TV, microwave and ice machine this past weekend camping.

Diagnostics performed:

1. With no generator or shore power there is no power at the GFCI outlets. Tried resetting both microwave and ground level GFCI.
2. Plugged in shore power and still no power on outlets. Reset GFCI's again. No luck.

Xantrex is turned on and middle battery LED is on.

3. Ran generator and still no power on outlets. Reset GFCI's again. No luck. Xantrex is turned on but now top power LED is on this time.

Conclusion - Inverter not letting power pass though when on Battery, Shore power or generator.

Is the inverter defective?

Xantrex reply:

We agree the product needs to be a warranty replacement. Thanks for the serial #. We are making arrangements for your replacement now.

24-Aug-20

Hello. This is the "error screen" I am getting on the Xantrex freedom X inverter and a beeping alarm is sounding. The top light is lite yellow, the middle light is off, the bottom light is red and it is alarming. When shore power is disconnected, inverter goes black. I have reset both inverter on and inverter off circuit breakers, and reset inverter itself under passenger side chair. Nothing changed.

Please advise as we are not able to use Van house power for fear of damaging or draining batteries, so I have turned off red battery toggle switch completely.

Xantrex reply:

This case:

This is a Warranty SIF. Both the symptom and the Serial number come within the issue that we discussed in 2019.

Order Desk, please send a replacement unit RMA to the customer