

## Warranty Claim Form

Please complete this form to initiate a warranty claim for products purchased from Sungrid Ltd. This form must be fully complete inclusive of supporting documentation before any claim can be considered.

Email this form and supporting documentation to [service@sungridsolar.com](mailto:service@sungridsolar.com) and you will be informed within 48 hours whether the claim will be considered, or if more information is required. Sungrid may also recommend a warranty claim to the manufacturer direct where the product is an inverter.

This Warranty Claim Form should be read in conjunction with Sungrid's Terms and Conditions and Warranty Statements for each product.

### Company Information

Name	
Address:	
Shipping Address:	
Contact:	
Phone Number:	
Email:	

### Product Information

Product Description:		
Product Model:		
Serial Number(s):		
Purchase Date:		
Invoice Number:		
Installation Date:		
Approximate failure date:		
Description of Problem (at a minimum use prompts provided):	1. Electrical function issue? Go to A on page 2 2. Physical issue? Go to B on page 2. 3. Aesthetic issue? Go to C on page 2.	

For internal use only: Claim Authorised By: \_\_\_\_\_ Date: \_\_\_\_\_

Tracking  
  Item(s) Received  
  Replacement(s) Issued  
  Claim Closed

### A) Electrical Functionality Issue

Inverter

- Fault conditions is being displayed \_\_\_\_\_ If inverter is functional, but will not connect to grid:
- Length of consumers mains \_\_\_\_\_ m      Single or three phase \_\_\_\_\_ phase
- Cable size (phase) \_\_\_\_\_ mm    Cable size (neutral) \_\_\_\_\_ mm    Cable size (main earth) \_\_\_\_\_ mm
- Provide system design documentation

Solar Module

- Is module functional, if not, explain symptoms of loss of function

- Measured Voc \_\_\_\_\_ V      Measured Isc \_\_\_\_\_ A
- Ambient temp at time of measurement \_\_\_\_\_ °C

### B) Physical issue

Inverter

- Explain issue

**Provide photos of the inverter and the surrounding situation**

Solar Module

- Explain issue

• Provide photos of the inverter and the surrounding situation

- Have any penetrations been made in the module frame:    **no**     **yes**     If yes, provide photos of front and rear adjacent to penetration

**Provide pictures of the way that the module is mounted and that show whether the module is warped as a result of installation.**

### C) Aesthetic issue

Please provide full details of the aesthetic issue, and **supply pictures of the component and its surroundings**

### Required Documents

- This form, complete;     System design documentation as required;     Photos of the component and its surroundings.

Note: Please save completed form and email to Sungrid.