

Warranty claim form

Basic Information

*Customer type

*Contact Name

*End user Email

Mobile phone number

Company Name

Company Email

*Country

Address

*Follow Up

Installation Information

*Installation Date

*Installation Address

Battery Model

BatteryFirmware Version

Fault device

*Device

*Monitoring (device) is online?

☐ Yes

☐ No

Delivery information

*Mobile phone number

*contact email address

*Contact Name

*Replace machine delivery address ☐ Default as installation address

Remarks

*Postal code

*City

Input & output information

Panel specifications

Voc.(V): Vmp.(V): Pmax.(W):

Number of panels for each string

PV panel string open circuit voltage(V) ☐

Drawing board specification for PV battery board ☐

AC Voltage After Grid Connection(V) ☐

The number of strings per MPPT

Actual grid voltage(V)

Inverter works at the PV string voltage(V) ☐

AC Voltage Before Grid Connection(V) ☐

AC cable diameter(mm) ☐

Problem Details

*Fault message on LCD

*LCD status (colour)

*Detailed description

Note:

Send the complaint form at **customercare@solectra.co**