

SolarAU Claim Form

Warranty Claim

Approved

Suntech will issue a replacement panel (of equal or greater power) either directly or facilitate a replacement panel through SolarAU upon confirmation of valid warranty claim.

Suntech will also:

- Arrange for recycling of faulty modules when required.
- Reimburse the Installer a fixed labour cost.

Diagnose

Complete a thorough fault diagnosis of PV System. Refer to Suntech PV Module Troubleshooting Guidelines for guidance.

Contact

Whilst on site with suspected faulty module Call Suntech on (02) 8188 2450. Engineers will be able to provide troubleshooting consultation and validate a claim dependent on the result.

Submit

Submit Warranty Claim Form including your invoice, system performance data and imagery to services@suntech-power.com.au.

Sign

Suntech will return Warranty Claim Form and Warranty Resolution Agreement for the Installer to complete, sign and return.