

# 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](mailto:services@suntech-power.com.au).

### Sign

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



# SolarAU 15 Year Warranty

## Do I qualify?

### Check your Packing Slip

To clarify whether you qualify for SolarAU's exclusive 15 year Product warranty, simply refer to your Packing slip documentation you received upon the shipment of your order. Or give the team at SolarAU a call on (07) 3505 3030, with your Sales Order number, to confirm.



Solar AU Pty Ltd  
131 Womerah Avenue  
Darlinghurst NSW 2010  
Australia

## Packing Slip

#IF00028

#### Bill To

ABC Electrical Services P/L  
28 Somewhere Way  
Mt Creek QLD 4500  
Australia

#### Ship To

ABC Electrical Services P/L  
28 Somewhere Way  
Mt Creek QLD 4500  
Australia

**Contact:** Mr John Doe  
**Phone:** 0433 222 111

<b>Isc</b>	Short Circuit Current
<b>Imp</b>	Optimum Operating Current
<b>Voc</b>	Open Circuit Circuit
<b>Vmp</b>	Optimum Operating Voltage
<b>Pmp</b>	Max Power at STC
<b>Cls</b>	Current Class Sorting
<b>Mfg</b>	Date of Manufacture.

Ship Date	Ship Via	Sales Order#	Con note#	PO #	Web Order#					
3/5/2019	Mainfreight	S00134	SAU106157063	FTG43245	WO00012					
Qty	SKU	Serial#	Wty	Isc	Imp	Voc	Vmp	Pmp	Cls	Mfg
30	STP300S-20/Wfw	2T1912500050100301	15	9.93	9.52	40	32.13	305.78	I3	2/4/2019
		2T1912500050100302	15	9.93	9.45	40.15	32.18	304.14	I3	1/4/2019
		050100303	15	9.96	9.55	40.23	32.06	306.27	I3	30/3/2019
		050100304	15	9.93	9.56	40	31.96	305.47	I3	2/4/2019
		2T1912500050100305	15	9.93	9.52	40.16	32.01	304.86	I3	30/3/2019
		2T1912500050100306	15	9.97	9.53	40.06	32.11	305.94	I3	30/3/2019
		2T1912500050100307	15	9.93	9.49	40.09	32.14	304.96	I3	1/4/2019
		2T1912500050100308	15	9.99	9.53	40.23	32.17	306.73	I3	1/4/2019
		2T1912500050100309	15	9.94	9.51	40.13	32.16	305.87	I3	1/4/2019
		2T1912500050100401	15	9.88	9.47	40.14	32.25	305.46	I3	1/4/2019
		2T1912500050100402	15	9.84	9.49	39.99	32.13	304.83	I3	1/4/2019
		2T1912500050100403	15	9.97	9.55	40.27	32.03	305.84	I3	30/3/2019
		2T1912500050100404	15	9.81	9.44	40.04	32.48	306.55	I3	1/4/2019
		2T1912500050100405	15	9.95	9.55	40.27	32.06	306.18	I3	30/3/2019

**Wty** Product warranty in years



Distribution | Supply Chain | Project Solutions



07 3505 3030



team@solarau.com.au



www.solarau.com.au



## SolarAU Claim Form

# Warranty Claim

Reference #

Warranty Case #

Distributor Name:

Application Date:

### 1. Customer Details

### Installer Details

Name

Company

Email

Contact Person

Phone

Email

Install Address

Delivery Address

### 2. System Details

Installation Date

Module Type

Monitoring (if any)

No. of Modules

Inverter

Mounting

System Configuration

Module Serial(s)

### 3. Claim Details

Claim Details

Fault reported Date

Claim Quantity

## 5. Replacement Module Information

Module Type	<input type="text"/>		
Serial number(s)	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Return Transportation Cost	<input type="text"/>	Module Cost	<input type="text"/>
		Fixed Labour Cost	<input type="text"/>

## Documentation & Photography Attachments Official Suntech Use

Copy of original invoice to Consumer Distributor Name:	<input type="checkbox"/>
Yearly System Performance Data since installation	<input type="checkbox"/>
Signed Warranty Resolution Agreement	<input type="checkbox"/>
Photo- Serial Number(s)	<input type="checkbox"/>
Photo - Whole System Installation	<input type="checkbox"/>
Photo - Defective Module (full view)	<input type="checkbox"/>
Photo - Defective Module (close up)	<input type="checkbox"/>

Return Requested for faulty module	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Valid Claim	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Resolution:	Replace	<input type="checkbox"/>	Refund	<input type="checkbox"/>
	Reject	<input type="checkbox"/>		
Refund Amount	<input type="text"/>			
Approved By	<input type="text"/>			
Fault Category	<input type="text"/>			
Module Component	<input type="text"/>			