

Ingeteam

Ingecon® Sun Lite U Inverters

WARRANTY RETURNS & INSTALLER REIMBURSEMENT FORM

Ingeteam offers its customers, as a complement to the warranty services provided under the standard warranty, a quick and simple procedure to replace LITE inverters under warranty.

In addition, Ingeteam offers the installer compensation for expenses associated with replacing these inverters: \$100 cash reimbursement for each inverter replacement, and \$25 per additional inverter at the site.

The present procedure is exclusively applicable to the Ingecon® Sun "Lite" inverter series whose owners hold in full force and effect the rights granted under the relevant "Standard Warranty".

Procedure:

1. The installer must contact the Technical Support (T.S.): **+1 414 934 4158** to report the incident and seek assistance. A technician will provide troubleshooting assistance to resolve it. The technician may request information such as the inverter model, serial number, site name, date of installation, PV array configuration, and modifications made to the inverter, if any.
2. In case the Technical Support determines that the inverter shall be replaced, the installer shall fill out the present form completely and send it back to Ingeteam at the address below.
3. Ingeteam will dispatch a replacement inverter to the installer within 3 working days after the form is received. Additionally, Ingeteam will provide the installer an RMA form to authorize the return of the failed inverter.
4. Once the failed unit has been replaced, it shall be returned to Ingeteam within 30 days. Failure to comply with this condition will result in the installer being invoiced for the replacement unit. The packaging from the replacement inverter must be used to return the failed unit to Ingeteam; the RMA form provided shall be used as delivery note.

The cost of returning the defective inverter to Ingeteam shall be borne by the customer. In case the incidence occurs within 2 months from the factory delivery date, Ingeteam will bear all shipping costs incurred in the replacement. Damages due to bad transport conditions will not be covered by this Warranty.

5. Once the defective unit is received at Ingeteam, the inverter will be analyzed to determine the root cause of the problem. Ingeteam reserves the right to withhold reimbursement to the installer if it is determined that the cause of the failure is an installer error, or if the inverter has been modified or disassembled without prior written authorization by Ingeteam. In case the returned inverter is in perfect condition, Ingeteam will invoice the costs derived from analysis and inspection of the unit, plus shipping costs.

Notes:

1. Replacement of the defective inverter shall be made with a refurbished inverter with similar characteristics and in perfect condition for use.
2. The replacement of a new inverter will not restart the whole warranty period. The warranty shall continue for the remaining portion of the original warranty period.

Please, fill out one form per inverter returned

LITE Inverter to Replace – Shipment Address			
Serial Number		Model	
Installation Name		Address	
City		State	Zip Code
Contact Name		Phone	
Return Reason			

Installer Company Information	
Installer Company	Contact Name
Address	
Phone	Email
Check Payable to	

For Ingeteam use only

RMA Number		Order Number		Approved by	
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