

FORMULARIO DE RECLAMACIÓN EN GARANTÍA / WARRANTY COMPLAINT FORM

CUSTOMER HELPLINE: +61 429 111 190 / aftersales.solaraustralia@ingeteam.com

Any warranty complaint request (of a spare part provided by Ingeteam or just an incident that can be amended remotely) requires prior authorization through the assignment of a **WF Number**. For this purpose, the Customer should complete this form and send it by e-mail to the Ingeteam local RTSS and to aftersales.solaraustralia@ingeteam.com

This procedure is solely applicable to the Ingecon Sun, Ingerev® families, for units manufactured from 1st January 2012 onwards.

Before replacing any component, the customer must follow the troubleshooting provided and must have contacted in advance with the local SATT service to confirm that the only way to solve the problem is being assisted remotely or replacing the defective component.

CUSTOMER'S DETAILS

Company name and Tax ID Code			
Contact details and Position			
Company address			
Phone		E-mail	
PV plant address		Address	
		Contact person/phone	
		Times available for contact	

DESCRIPCIÓN DE LA INCIDENCIA/ DESCRIPTION OF THE INCIDENT

Equipment model				Serial Number			
Installation Date				Fecha Incidencia/ Date of Incident			
Inverter firmware version							
Alarm code 1		Alarm code 2		Alarm code 3		Alarm code 4	
Stop Event							
Protections status	ON			OFF			
Frequency Error							
Additional Warranties (*)							
Last 15 days datalogger downloaded and attached	Yes			No (**)			
Last stop events or stop reasons attached	Yes			No (**)			
/ Comments							

(*) It is essential to complete this field in order to implement any variation in the warranty in relation to the standard warranty.

(**) Data downloaded from the inverter through the Ingecon Sun Manager of the last 15 days as well as the stop events is an essential requirement to ask for and aftersales request.

Once this form has been correctly completed and duly received, a WF number shall be assigned.

HOW TO REQUEST WARRANTY

WF

ASSISTANCE.

In the event of an incident, the procedure to follow is set out below:

Ingeteam Power Technology S.A.

1. *In an incident event, the Customer should phone the Remote Technical Support Service (hereinafter RTSS.) at Ingeteam Power Technology on .+61 429 111 190 or any equivalent service out of Spain, once this form have filled out and having downloaded all the information available at the inverter.*
2. *The RTSS helpline will ask the Customer for all the necessary information and indicate the best way to act in order to correct the incident. Prior to this step, as it was said previously,the client must download the data of the inverter, analyze them, highlight the alarm that appearin it and send them to RTSS.*
3. *Should the technical support provided over the phone prove to be insufficient, the RTSS will indicate to the Customer how to proceed to replace the defective component and send it to the aftersales department and claim for a new spare part, by sending the "Warranty Complaint Form" and its WF code.*
4. *Once received by Ingeteam the defective component at our local warehouse or at the aftersales department and the completed form (this last requirement is essential), Ingeteam proceed to diagnose this faulty component. If the repair is not covered by warranty, customer will receive a Repair budget, to give its approval or rejection. This budget shall be valid for a period of three months from the date of issue. If not accepted or rejected within this period, we will proceed to scrapping of the equipment.*
5. *A fixed cost will be applied to any Factory repair not covered by warranty (check tariffs with the Sales dept) in respect of the check in of the equipment, study and diagnosis of the fault / s, testing and packaging. Once receipt of transfer is received, it will proceed to send the inverter according with the agreement terms.*
6. *Once the budget is approved (or rejected), and Ingeteam received receipt of payment, Ingeteam will proceed to the shipment of equipment over a period of five business days (as long as this is reasonably possible).*

I have read and agree to the standard terms and conditions described herein.

Firma del solicitante / Signature of the person requesting the service	
Name	
I.D.:	
Date	

WF	
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Recomendaciones antes de devolver el equipo / Recommendations before returning the inverter:

Proteja perfectamente el material que nos envía, a poder ser con el embalaje original. Ingeteam no se hace responsable de los daños que se puedan originar por cuestiones logísticas / *Perfectly protect the material submitted to us, if possible with the original packaging. Ingeteam Will not be responsible for any defects due to logistic issues.*

En caso de no existir filial en el país enviar material a / *In case there is no subsidiary at the country send material to:*

INGETEAM POWER TECHNOLOGY - PANELES

Pol. Ind. El Juncarillo, Nave 1

E-31293 Sesma – Spain Tlf. 948698715

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