

REQUEST FOR REPAIR (FOREIGN COUNTRIES)

All fields must be filled in before sending the request for reparation.

Failure to fill in the mandatory fields and the description of the issue encountered could affect the start of the reparation procedure.

Reseller **							
CUSTOMER'S DATA							
Company *							
Name and Surname *							
Address *					N° *		
City *				Province *		Post code *	
Telephone *			Mobile *			Fax	
E-MAIL *							
VAT No *							
Tax Number *							

TYPE/MODEL *	SERIAL NUMBER *	EXTENDED WARRANTY OR SERQUALITY WARRANTY *
BRIEF DESCRIPTION OF FAULT (accurate description on the last page of the form) *		

ADDRESS FOR GOODS DESTINATION							
Facility *							
Address *					N° *		
City *				Province *		Zip Code *	
Telephone *			Mobile *				

(*) The Customer must fill in this information.

(**) This information should be filled in only if the product was not purchased directly from Ingeteam S.r.l. (in which case you must attach with the form the paid invoice/purchase receipt issued by the retailer to verify the validity of warranty terms).

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Ingeteam Power Technology S.A.

ANNEX "E" – REQUEST FOR REPAIR FORM (OCTOBER 2023)

GENERAL CONDITIONS FOR SHIPPING PRODUCTS FOR REPAIR

PRODUCT REPAIR TERMS AND CONDITIONS

The customer must bear all the shipping cost, including customs duty, customs fees and taxes.

If the Product's Warranty Conditions will be applicable, the correct procedure to be followed shall be communicated after the reception by Ingeteam of this Annex E.

The damaged product and/or component must be shipped to the following address:

Ingeteam S.r.l. - Via Dell'Industria, 199/211 - 48014 Castel Bolognese (RA) - ITALY

(Hours for receiving goods: Monday to Friday from 08.30 to 12.30 and from 15.00 to 17.00)

or to any other address according to instruction given by the Ingeteam After Sales Dept. at the time of accepting the claim.

The product and/or component must be shipped using a proper packaging or its original packing. Please note that shipping damages caused by improper packaging will not be covered by warranty. The customer's delivery note must be entitled with **"Product returned for repair"**.

In case of request of repairment according to the Terms and Conditions of "Annex A+B - Manufacturer's Warranty", the Customer agrees to duly fill the Annex E and then to ship the Damaged Product and/or component.

- a) The Damaged Product and/or component must be returned in the original packing or in an appropriate packing depending on the type of shipment to be made. Please take notice that transportation damages caused by an inappropriate packaging will not be covered by warranty. The product and/or component shall be accompanied by the delivery note that must be entitled with **"Product returned for repair"**.
- b) If the returned product and/or component is not covered by warranty terms, in accordance with the terms described in "Annex A+B - Manufacturer's Warranty" (downloadable at website <https://www.ingeteam.com/it/en-us/technicalsupportitaly.aspx>), Ingeteam will send a quotation before to proceed in repairing the damaged product/component. After Customer acceptance by signing the Ingeteam official quotation, the Customer agrees to carry out the payment by bank transfer to be made immediately upon receipt of the related invoice. Within 7 days from the quotation, in case of lack of response from the customer, Ingeteam will proceed to invoice the cost raised from the equipment test in an amount equal to 15% of the price of the equipment (at the existing commercial terms and conditions, or in their absence, at the price list in force). Only after the payment Ingeteam will proceed to return the product/component unrepaired under ex-works terms. In the event of missed payment of the costs mentioned above and after 30 days from the Ingeteam quotation, with the signature on this document, the customer agrees that the Product and/or component returned for repair will become definitively propriety of Ingeteam.
- c) If the returned Product and/or component turns out to be perfectly functioning, Ingeteam will send an Invoice with the costs deriving from the analysis and inspection tests carried out on the equipment, in an amount equal to 15% of the price of the equipment (at the existing commercial terms and conditions, or in their absence, at the price list in force). The Customer agrees to carry out the payment by bank transfer to be made immediately upon receipt of the related invoice. Only after the payment Ingeteam will proceed to return the product/component under FCA terms. In the event of missed payment of the costs mentioned above and after 30 days from the Ingeteam quotation, with the signature on this document, the customer agrees that the Product and/or component returned for repair will become definitively propriety of Ingeteam.

PERSONAL DATA PROTECTION

In compliance with the provisions of the "Legislative Decree 30 June 2003, no. 196" on Personal Data Protection, the Client is hereby informed of and agrees to the incorporation of its personal data into the relevant data file, owned and managed by INGETEAM for commercial, administrative, tax and marketing management purposes, including communications with third parties and the marketing of INGETEAM products and services. The Client may exercise its rights of access, rectification, cancellation and objection by means of a written communication to Ingeteam S.r.l. (gdpr.italy@ingeteam.com), indicating the reference "PERSONAL DATA PROTECTION" and correctly identifying itself

* Date(day) / (month) /(year)

* Customer's legible signature for acceptance

CONDITIONS OF REPAIRED PRODUCTS AND/OR COMPONENT

The parties declare to have acknowledged, well understood and well acquainted and explicitly state to accept and approve the following clauses the "Annex A+B - Manufacturer's Warranty" (downloadable at website <https://www.ingeteam.com/it/en-us/technicalsupportitaly.aspx>).

2) WARRANTY EXCLUSIONS

4) LIMITATIONS OF THE MANUFACTURER'S LIABILITY

8) APPLICABLE LEGAL JURISDICTION AND RESOLUTION OF DISPUTES

* Date(day) / (month) /(year)

* Customer's legible signature for acceptance

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Ingeteam Power Technology S.A.

ANNEX "E" – REQUEST FOR REPAIR FORM (OCTOBER 2023)



Contact person / Persona di riferimento: _____
 Contact phone number / Numero telefonico: _____

Customer incident number / Riferimento numero incidente: _____
 Incident date / Data incidente: _____
 Inverter serial number / Numero serie Inverter: _____
 Installer company / Ditta Installatrice: _____

Installation Data / Data Installazione:
 Name/Nome: _____
 Address/Indirizzo: _____
 Number of equipment, models and powers – Numero apparecchio, modello, potenza: _____

Inverter uptime: Less than 1 day > 1 day and < 1 month > 1 month and < 1 year > 1 year
 Tempo di lavoro dell'Inverter: Meno di 1 giorno > 1 giorno e < 1 mese > 1 mese e < 1 anno > 1 anno

VERIFICATIONS BEFORE INVERTER DISCONNECTION / Controlli prima della disconnessione dell'Inverter

SINGLE-PHASE SOLAR INVERTER

Frequency of error: Constant Sporadic
 Frequenza di errore: Costante Sporadico

Frequency
 Frequenza

Working display: YES NO
 Display funzionante: Si No

LED INDICATORS - Indicatori di luce:

COLOUR / Colore	OFF Spento	FLASHING / Lampeggiante			ON Acceso
		0.5 s	1 s	3 s	
GREEN / Verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORANGE / Arancio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RED / Rosso	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISPLAY: ERROR COM message - Messaggio ERROR COM su Display: YES NO
 Si No

Alarm codes (Monitoring) – Codici di allarme (Monitoraggio):

Alarm / Allarme	<input type="checkbox"/>
Code 1 / Codice 1	<input type="checkbox"/>
Code 2 / Codice 2	<input type="checkbox"/>

Comments / Commenti: _____

THREE-PHASE SOLAR INVERTER

Frequency of error: Constant Sporadic
 Frequenza di errore: Costante Sporadico

Frequency
 Frequenza

Working display: YES NO
 Display funzionante: Si No

LED INDICATORS - Indicatori di luce:

COLOUR / Colore	OFF Spento	FLASHING / Lampeggiante		ON Acceso
		SLOW/Lento	FAST/Veloce	
GREEN / Verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORANGE / Arancio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RED / Rosso	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISPLAY: ERROR COM message - Messaggio ERROR COM su Display: YES NO
 Si No

Stop reason (Monitoring) – Motivo del blocco (Monitoraggio):

Stop reason 1	<input type="checkbox"/>
Stop reason 2	<input type="checkbox"/>
Stop reason 3	<input type="checkbox"/>
Stop reason 4	<input type="checkbox"/>
Stop reason 5	<input type="checkbox"/>

Comments / Commenti: _____

Shipment address after repairing – Indirizzo di spedizione dopo la riparazione

Company name – Nome Ditta	County/District/State – Località/Paese
Shipment address – Indirizzo di spedizione	ZIP code – Codice postale
City - Città	Contact phone number 1 – Numero telefonico
Contact person 1 – Nominativo 1	Contact phone number 2 – Numero telefonico
Contact person 2 – Nominativo 2	