

Warranty Claim for Omnis Power Modules

HOMEOWNER INFORMATION

Name

First Name Last Name

Email

example@example.com

Phone Number

Area Code Phone Number

Address

Street Address

City State / Province

Country

Date of Claim Filing



Month Day Year

Type of Claim

Physical Performance
Damage Issue

INSTALLER INFORMATION

Installer

Contact Person

Email

Phone Number

example@example.com

Area Code

Phone Number

Installer Location

Other

DISTRIBUTOR INFORMATION

Distributor

Contact Person

Email

Phone Number

example@example.com

Area Code

Phone Number

Distributor Location

Other

SOLAR SYSTEM INFORMATION

**Module Purchase
Date (MM / YYYY)**

**Is it a commercial or
residential system?**

Type of Module:

What is the system size in DC (kW)?

On-Grid

Installation Date (MM / YYYY)

Off-Grid

Number of modules connected in series

Number of modules or strings connected in parallel

RACKING INFORMATION

Type of Mounting

Other:

INVERTER INFORMATION

**What is the inverter size,
make and model?**

Type a question



**PLEASE FILL THIS SECTION ONLY IF IT IS A PHYSICAL DAMAGE CLAIM.
FOR PERFORMANCE CLAIM FILL OUT PAGE 3.**

Freight Damage Claim

Product Workmanship Claim

Describe the failure in the module

Briefly describe how the issue was discovered? Was it visual, low voltage, poor system performance, ground fault, etc?

Was any test conducted to diagnose the problem?

What is the status of the faulty module(s)? Is It installed, in customer's warehouse, already shipped, etc?

Divide the module into three imaginary sections and describe if the defect was found in the bottom, middle, or upper section.

**PLEASE FILL THIS SECTION ONLY IF IT IS A PHYSICAL DAMAGE CLAIM.
FOR PERFORMANCE CLAIM FILL OUT PAGE 3.**

DEFECTIVE MODULE(S) DETAILS

ModuleA ModuleB ModuleC ModuleD

Model Number

Serial Number

Date of manufacture

Make/model of torque
(wrench)

Last date of calibration

Date of PTO

When was the issue
discovered?

SUPPORTING DOCUMENTS REQUIRED (Please ensure photos are focused and of high resolution for visual inspection purposes. This can be achieved with a phone camera rated at 5 megapixels or higher. Photos must be taken under ample lighting conditions (I.E. outdoors during daytime). Please refer to the warranty claim process for photo requirements and further information.)

Photo of the serial number

1 x Photo of full module back

1 x Photo of the meter reading of Voc under day-light conditions

1 x clear photo of the junction box

Photo of the full system

1 x Photo of full module front

1 x Clear photo of the visual defect

PLEASE FILL THIS SECTION ONLY IF IT IS A PERFORMANCE ISSUE. FOR PHYSICAL DAMAGE CLAIM, PLEASE FILL OUT PAGE 2.

Describe the failure in the module

Briefly describe how the issue was discovered? Was it visual, low voltage, poor system performance, ground fault, etc?

Have you checked this issue with the inverter manufacturer (SolarEdge, Enphase, etc.)? Please enter the case ID and describe their diagnosis.

What is the status of the faulty module(s)? Is It installed, in customer's warehouse, already shipped, etc?

Is there some shading on the panel during any time of the day?

DEFECTIVE MODULE(S) DETAILS

ModuleA ModuleB ModuleC ModuleD

Model Number

Serial Number

Date of manufacture

Measured Voc

Measured Isc

Irradiation or light condition

Date of PTO

When was the issue
discovered?

SUPPORTING DOCUMENTS REQUIRED

Please ensure photos are focused and of high resolution for visual inspection purposes. This can be achieved with a phone camera rated at 5 megapixels or higher. Photos must be taken under ample lighting conditions (I.E. outdoors during daytime). Please refer to the warranty claim process for photo requirements and further information

Photo of the serial number

1 x Photo of full module back

1 x Snapshot of monitoring data displaying production values

1 x Photo of the meter reading of Voc under day-light conditions

1 x Photo of the meter reading of Voc under day-light conditions

Photo of full system

1 x Photo of full module front

1 x Snapshot of monitoring data displaying voltage values

Headquarters

USA HEADQUARTER 4120 valley Blvd, Walnut, California 91789, USA
T: +1 (323) 7233616 E: info@omnispower.com

International Markets:

EU OFFICE Prospect Way Royal Oak Industrial Estate, Daventry
Northamptonshire , NN11 8PL
T: +44 (0) 1213 146196 E: eu@omnispower.com

AU OFFICE 15 Burke Road, Malvern East, VIC 3145,Australia
T: +61(0)3 9701 8215 E: au@omnispower.com

CN OFFICE A-232, Huayuan Street, Changzhou,Jiangsu,China
T: +86(519) 8989 9959 ?E: china@omnispower.com