

# Phono Solar Warranty Claim Form

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## PROCEDURE

1. Installer completes thorough fault diagnosis of PV System.
2. Installer contacts Phono Solar on 07 3160 5259, on site with suspected faulty module on hand to provide details. Either the Installer or Phono Solar will complete Page 2 of this form.
3. Phono Solar issue a Warranty Case #, and can in most cases determine the validity of the claim over the phono Solar<sup>1</sup>.
  - For valid claims that are covered by Phono Solar's warranty, Phono Solar will typically authorise a warranty replacement. The Installer can obtain a replacement module (same footprint with equal or higher power) from their local Distributor by presenting the Warranty Case # to the Distributor<sup>2</sup>.
  - For potentially valid claims, Phono Solar will instruct the Installer to return the suspected faulty module to Phono Solar Australia<sup>3</sup> for further testing (transport arranged with Phono Solar). If the claim is valid, Phono Solar will issue authorise the Distributor to provide a replacement module.
4. Phono Solar send the Warranty Claim Form and Warranty Resolution Agreement for the Installer to complete, sign and return.
5. Phono Solar shall reimburse Customer for reasonable, customary and documented transportation charges by sea freight for both the return of products and reshipment of any repaired or replaced products only if this cost is authorized by Phono Solar customer service department.

Note: In case of any discrepancy in a warranty - claim, a first-class international test - institute such as Fraunhofer ISE in Freieburg/ Germany, TÜV Rheinland in Cologne/ Germany or ASU Arizona State University shall be involved to judge the claim finally. All fees and expenses shall be born by the losing party, unless otherwise awarded.

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1 All claims are subject to review and are limited by the original warranty.

2 If distributor cannot obtain a suitable replacement module, then Phono Solar will refund the purchase price of the module to the Installer.

3 Warranty Returns, Phono Solar Australia, Suite 3, 130-134 Pacific Hwy, Greenwich NSW . 2065

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## CLAIM INFORMATION

Your Reference #:	Warranty Case #:
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### 1. Consumer Details

### Installer Details

Consumer Name	Company:
Consumer e-mail:	Contact Person:
Installation Address:	Email:
Telephone:	Telephone:

### 2. System Details

Date System Installed:	Module Type:	Number of Modules:
System Monitoring (if any):	Inverter:	Mount:

### 3. Claim Details

Description of defect/claim and troubleshooting conducted:	
Date fault reported to installer:	Claim Quantity:
Serial Number(s):	
Attach the following <input checked="" type="checkbox"/> <ul style="list-style-type: none"> <li>a. Copy of original invoice to Consumer <input type="checkbox"/></li> <li>b. Clear photos of Serial Number(s): <input type="checkbox"/></li> </ul>	c. Photos of the following <input checked="" type="checkbox"/> <ul style="list-style-type: none"> <li>- whole system installation <input type="checkbox"/></li> <li>- whole defective module (in portrait) <input type="checkbox"/></li> <li>- close up of defect <input type="checkbox"/></li> </ul>

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4. Actions

- a. Send completed Warranty Claim Form, invoice and pictures to [Australia@phonosolar.com](mailto:Australia@phonosolar.com)
- b. Obtain authority to return and/or replace suspected faulty module.
- c. Send Return Module (if requested by Phono Solar) to Phono Solar Australia, Suite 3, 130-134 Pacific Hwy, Greenwich NSW 2065
- d. Replace suspected faulty modules (replacement module(s) can be obtained from authorised Phono Solar Distributor)

5. Replacement Module Informatoin:

Module Type	
Serial number(s)	

6. Provide Invoice

Return transportation cost: AUD\$	Module cost: AUD\$
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7. Sign Warranty Resolution Agreement

8. Official (completed by Phono Solar):

Requested to return suspected faulty module:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Valid Claim:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If no, reason: _____
Resolution:	Replacement: <input type="checkbox"/>	Refund: <input type="checkbox"/>	Reject: <input type="checkbox"/> (Tick one only)
Refund amount: AUD _____	Approved by:		
Fault Category:		Module Component: _____	