swiss solar

SSWISS GROUP AG
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ENGINEERED IN SWITZERLAND

WARRANTY CLAIM FORM

1. OWNER DETAILS

COMPANY NAME:			
CONTACT PERSON:			
EMAIL:		**PHONE / MOBILE:**	
COMPANY ADDRESS, COUNTRY:			

2. PRODUCT DETAILS

MODEL (e.g. PHANTOM):		**POWER (Wp):**	
INVOICE NUMBER:		**DATE OF RECEIPT:**	
NUMBER OF DAMAGED MODULES:		**SERIAL NUMBERS:**	

3. PROBLEM DESCRIPTION

DESCRIBE THE PROBLEM IN DETAIL:

IMPORTANT: PLEASE ATTACH A PHOTO OF EACH DAMAGED MODULE ALONG WITH THE SERIAL NUMBER.

REQUIREMENTS FOR COMPLETING THE FORM

- Please clearly state the model and serial number of the solar modules. This allows our experts to process your request quickly.
- Please clearly state your contact details, company name, E-mail and telephone number so that we may contact you without delay.
- Please describe the problem with the module in detail. Forms citing generic descriptions like 'Trouble description' or 'Does not work' are not processed.
- If the damage is caused by wrong transport or unloading, the order will not be processed (must be notified before signing the CMR).

PROCEDURE FOR CONTACTING TECHNICAL SUPPORT

- In the event of a fault, contact the service centre at **info@swissenergy-solar.ch** with: A) Photo of defective panel; B) Photo of serial number; C) Detailed description.
- Our service engineers process all incoming requests and contact customer to confirm details or give immediate recommendations.
- Defective modules are checked by service engineers. If subjected to abnormal operation, the warranty is void. Proof of purchase required if S/N is not in database.
- To claim rated output does not correspond to technical data, a flash test report is required. SSWISS GROUP AG will replace or refund if confirmed.