



VOLUNTARY WARRANTY CLAIM FORM

Dear Customer,

UNIMEN SOLAR offers a comprehensive program to service the product and performance voluntary warranties of its photovoltaic modules.

Please complete the voluntary warranty claim information as thoroughly and accurately as possible.

Note: For invalid claims under this voluntary warranty, UNIMEN SOLAR will not be liable for the end user's costs in making the voluntary warranty claim, including transport or return freight. In the case of a validated voluntary warranty claim, UNIMEN SOLAR fulfills the services stated in the applicable UNIMEN SOLAR voluntary warranty conditions. Also a validated claim does not extend the voluntary warranty period of the replaced module(s).

Claim ID _____ (is awarded by UNIMEN SOLAR)

1. Customer contact / customer information

Name, First name / Company _____

Street, No. _____

Postal code, Town, Country _____

Phone / Fax _____

E-mail _____

Address is pick up address in case of a return

Address is delivery address is in case of replacement

1.1 System owner / operator (if different)

Name, First name / Company _____

Street, No. _____

Postal code, Town, Country _____

Phone / Fax _____

E-mai _____

Address is pick up address in case of a return

Address is delivery address is in case of replacement



1.2 System location (if different)

Name, First name / Company _____

Street, No. _____

Postal code, Town, Country _____

Phone / Fax _____

E-mail _____

Address is pick up address in case of a return

Address is delivery address is in case of replacement

1.3 General

Park operator

Wholesaler

Home builder

2. Product information

Product type / module type / product code _____

Short text for material (if known) _____

Amount of affected modules _____

2.1 Serial numbers

1 _____ 6 _____ 11 _____

2 _____ 7 _____ 12 _____

3 _____ 8 _____ 13 _____

4 _____ 9 _____ 14 _____

5 _____ 10 _____ 15 _____

(Use additional sheets if necessary)

Point of damage discovery

During unpacking During installation After initial operation

Failure description



2.2 Risk Assessment

Does the module exhibit burn marks? yes___ no___
Is the junction box melted? yes___ no___
Are their exposed electrical contacts on the cables? yes___ no___
Is the back sheet damaged? yes___ no___
Is the glass damaged? yes___ no___
(Please tick as appropriate)

2.3 Module Photos

Please ensure a proper description of each photo and the serial numbers of the modules shown in the photo by including the serial number in the file name of the corresponding photo. If possible, please include photos of the following:

- 2.3.1 The entire installation and layout plan with module positions in the system including identification of the installation point of each affected module within the system
- 2.3.2 The entire module including the serial number designation
- 2.3.3 Details of the claimed damages

3. Installation

___ On-roof Plant size [kwp] _____
___ In-roof Amount of modules _____
___ Solar park Type of inverter* _____
(*only if the error description inverter)

Date of initial operation _____
Installation Company
Name, First name / Company _____
Street, No. _____
Postal code, Town, Country _____
Phone / Fax _____
E-mail _____

4. Customer documents

Invoice or sales proof of purchase attached? yes___ no___
Planning documents by the installer? yes___ no___

Thank you for taking time to thoroughly and accurately complete this form.

Sincerely, the UNIMEN SOLAR After Sales Care team.