

## WARRANTY COMPLAINT FORM "E4"

**CUSTOMER HELPLINE: + 39 0546 651490 / [Service.Italia@ingeteam.com](mailto:Service.Italia@ingeteam.com)**

Any warranty complaint request (of a spare part provided by Ingeteam or just an incident that can be amended remotely) requires prior authorization through the assignment of a "Ticket Number service". For this purpose, the Customer should complete this form and send it by e-mail to the Ingeteam local RTSS and to [Service.Italia@ingeteam.com](mailto:Service.Italia@ingeteam.com)

This procedure is solely applicable to the Ingecon Sun®, Ingerev® families, for units manufactured from 1st January 2012 onwards.

Before replacing any component, the customer must follow the troubleshooting provided and must have contacted in advance with the local RTS service to confirm that the only way to solve the problem is being assisted remotely or replacing the defective component.

### CUSTOMER'S DETAILS

|                              |  |                                      |  |
|------------------------------|--|--------------------------------------|--|
| Company name and Tax ID Code |  |                                      |  |
| Contact details and Position |  |                                      |  |
| Company address              |  |                                      |  |
| Phone.                       |  | E-mail                               |  |
| PV plant address:            |  | Delivery address for repaired items: |  |
|                              |  | Contact person/phone :               |  |
|                              |  | Times available for contact::        |  |

### DESCRIPTION OF THE INCIDENT

|   |              |                  |              |
|---|--------------|------------------|--------------|
| Equipment model                                 |              | Serial Number    |              |
| Installation Date                               |              | Date of Incident |              |
| Inverter firmware version                       |              |                  |              |
| Alarm code 1                                    | Alarm code 2 | Alarm code 3     | Alarm code 4 |
| Stop Event                                      |              |                  |              |
| Protections status                              | ON           | OFF              |              |
| Frequency Error                                 |              |                  |              |
| Additional Warranties (*)                       |              |                  |              |
| Last 15 days datalogger downloaded and attached | Si / Yes     | No (**)          |              |
| / Last stop events or stop reasons attached     | Si / Yes     | No (**)          |              |
| Comments  |              |                  |              |

(\*) It is essential to complete this field in order to implement any variation in the warranty in relation to the standard warranty.

(\*\*) Data downloaded from the inverter through the Ingecon Sun Manager of the last 15 days as well as the stop events is an essential requirement to ask for and afetersales request.

Once this form has been correctly completed and duly received, a Ticket Number service shall be assigned by the local RTSS.

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## HOW TO REQUEST WARRANTY ASSISTANCE.

In the event of an incident, the procedure to follow is set out below:

1. In an incident event, the Customer should contact by mail the Remote Technical Support Service (hereinafter RTSS.) at [service.italia@ingetteam.com](mailto:service.italia@ingetteam.com) requesting assistance and attaching the present form duly fulfilled ( having downloaded all the information available at the inverter ) or should phone at Ingeteam SRL on + 39 0546 651490 or any equivalent service out of Italy.
2. The RTSS helpline will contact the Customer asking for all the necessary information and indicate the best way to act in order to correct the incident. Prior to this step, as it was said previously, the client must download the data of the inverter, analyze them, highlight the alarm that appear in it and send them by mail to RTSS.
3. Should the remote support service provided prove to be insufficient, the RTSS will indicate to the Customer how to proceed to replace the defective component and send it to the aftersales department and claim for reparation or a new spare part, by sending the "Warranty Complaint Form" and its Ticket Number service. The customer must bear all the shipping cost, including customs duty, customs fees and taxes.
4. Once received by Ingeteam the defective component at our local warehouse and the form fulfilled and signed (this last requirement is essential), Ingeteam will proceed to diagnose the faulty component. If the fault is not covered by warranty, customer will receive a Repair offer, for its approval or rejection. The offer shall be valid for a period of 30 calendar days from the date of issue. If not accepted or rejected within this period, Ingeteam will proceed to return the faulty component under ex-work terms. In the event of missed payment, rejection of the costs mentioned above or missed feedback from the client after 30 days from the Ingeteam offer, with the signature on this document, the customer agrees that the Product and/or component returned for repair will be scrapped.
5. 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 upon receipt of the related invoice. Only after the payment receipt Ingeteam will proceed to return the product/component under ex-work terms. In the event of missed payment of the costs mentioned above or missed feedback from the client , after 30 days from issuing date of the invoice, with the signature on this document, the customer agrees that the Product and/or component returned for repair will be scrapped.
6. Once the offer is approved (or rejected), and Ingeteam received receipt of payment, Ingeteam will proceed to return the repaired component under ex-work terms. If the claim is covered by the warranty terms, INGETEAM shall repair the product and/or component within a maximum period, whenever reasonably possible, of 5 working days from the date of receipt of the goods. INGETEAM shall use all the means deemed necessary to reduce the response time.

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**Recommendations before returning the inverter:**

Perfectly protect the material submitted to us, if possible, with the original packaging. Ingeteam will not be responsible for any defects due to logistic issues. The customer's delivery note must be entitled with "Product returned for repair".

The material must be sent to the warehouse of:

**INGETEAM SRL**  
**Via Dell'Industria, 199/211**  
**48014 Castel Bolognese (RA) - Italy** Tel. +39 0546 651490  
(Hours for receiving goods: Monday to Friday from 08.30 to 12.30 and from 15.00 to 17.00)

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In case there is no subsidiary at the country send material to:

**INGETEAM POWER TECHNOLOGY - PANELES**  
**Pol. Ind. El Juncarillo, Nave 1**  
**E-31293 Sesma – Spain** Tel. +34 948 698715

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

\* Customer's legible signature for acceptance

  

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**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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