

SUNPLUS Warranty Claim Procedure

In the unlikely event of needing to make a warranty claim on SUNPLUS panels, we have proven system in place to ensure a smooth and hassle-free processing, ensuring our customers get the best possible service. Simply complete the form at <https://www.wesunplus.com/services/warranty-claim-form/> with as much detail as possible. Uploading pictures and other supporting documents will help us provide you with fast and efficient feedback to resolve the issue swiftly.

2-STEP PROCESS TO FILING A CLAIM

Part 1: Required Information for a Claim

1. General Information

CLAIM FILED BY *

* Filer Name

* Email Address

* Distributor Sales Rep Name

* Distributor Sales Rep Email

* Distributor Sales Rep Phone

* Sunplus Contract #

* Purchaser PO

* Project Address?

* Project Name/Installer?

TYPE OF INSTALLATION *

* Installation Size (in kWp)

* Claim Quantity

* Serial Number

* Power Class

Please provide the serial number of affected module(s)

ADDITIONAL SUPPORTING DOCUMENTS

Choose File No file chosen

Please upload on Sun+ (if the combining the serial numbers if the textbox is not enough space)

Please download template to fill in the serial numbers

Description of issue *

Other Information

If selected "Other", please describe the defect the module is experiencing

Remarks/Notes

Include information such as :

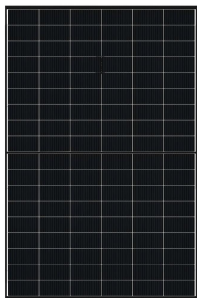
- What is the issue on the module?
- When did the issue first occur?
- How was the issue discovered?
- Where is the panel in the array?
- Full address of installation site.

List the basic information you have in hand

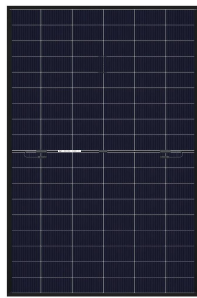
Part 2a: Required Documents for Product Workmanship Claims

Attach photos of the claim under the “Add attachment” section of the form. Ensure the pictures are clear and of good quality as failure do to so may result in a request for better images to facilitate the claim and delay the process.

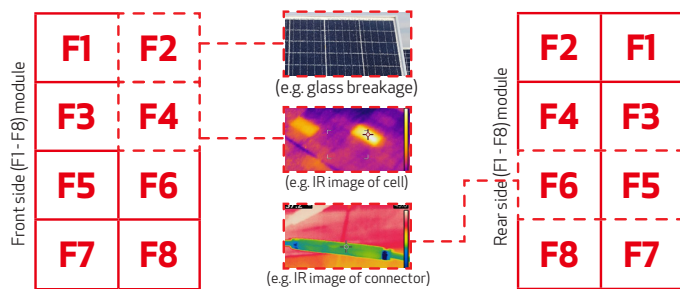
1. Photo of full front side



2. Photo of full rear side



3. Close up of the defect on the front and rear sides of the module



4. Photo of product label on rear



5. Entire array showing the location of the module(s)



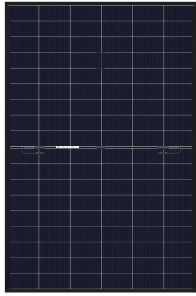
Part 2b: Required Documents for Performance Claims

Attached the required photos and information under “Add attachment” section of the form as below. Ensure the pictures are clear and of good quality as failure do to so may result in a request for better images to facilitate the claim causing delay to the process.

1. Photo of full front side



2. Photo of full rear side



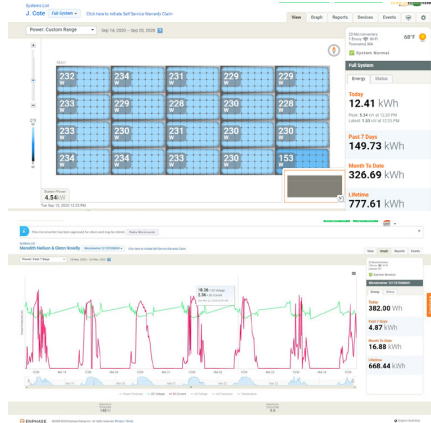
3. Photo of product label



4. Entire array showing the location of the module(s)



5. At least one month's panel production and optimizer voltage charts of the panel(s) being claimed and adjacent panels. These can be taken from the monitoring portal.



6. Module Voc multimeter measurement



Part 2c: Required Documents for Transport Claims

Attached the required photos and information under “Add attachment” section of the form as below. Ensure the pictures are clear and of good quality as failure do to so may result in a request for better images to facilitate the claim causing delay to the process.

1. Photo (s) of the affected pallet inside the container and during unloading/unpacking



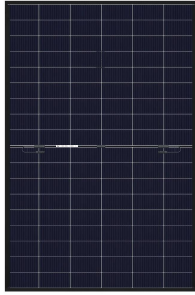
2. Photo(s) of 4 sides of the pallet



3. Photo of full front side



4. Photo of full rear side



5. Photo of the product label(s) affected



6. Delivery order receipt with damage noted

