

FAULTY REPORT FORM

*Compulsory information required

Contact Details: *(please refer to Privacy Statement at end of the page)

System Details:

Installation Company:

Contact Number:

End User Full Name:

Address:

Suburb:

State and Postcode

Contact Number:

Email:

Installation Date:*

Date of the Fault:*

Tax Invoice / Receipt *

Faulty Product:*(
(e.g. Panel or Inverter)

Panel Brand and Model:*

Inverter Brand and
Model:*

Panel Quantity:

Inverter Quantity:*

System Size (DC):

Inverter Output (AC):

No. String(s):

Is it Battery Connected?
(Y/N)

No. Panel per String(s):

Panel Orientation:

Preferred Installer:

Company Name:

Delivery Address:

Contact Person and Number:

Fault Details:*

**Please follow below Checklist
before sending out the form
to us:**

**Fault Description (error code
or message):**

Claiming for (Tick One): Credit Replacement

Serial No. of the Product (s):*

Items:	Checked (Y/N)	Values (if applicable)
PV Module/Array String Open Voltage (DC)	..	
PV Module/Array String Operating Voltage (DC)		
AC Voltage (at AC plug not commissioned)	..	
All DC Isolators ON		
All AC Isolators ON		
All AC Circuit Breakers ON	
Photos taken for below:*		
- Defective area(s) or Error Message	..	
- Product Label and Serial Numbers (all)	..	
- Switchboard with all switches	
- Serial Numbers of all Products Claiming		
- Inverter showing all wiring and setup		