

## REQUEST FOR REPAIR (FOREIGN COUNTRIES)

All fields must be filled in before sending the request for reparation.

Failure to fill in the mandatory fields and the description of the issue encountered could affect the start of the reparation procedure.

Reseller **							
<b>CUSTOMER'S DATA</b>							
Company *							
Name and Surname *							
Address *					N° *		
City *				Province *		Post code *	
Telephone *			Mobile *			Fax	
E-MAIL *							
VAT No *							
Tax Number *							

TYPE/MODEL *	SERIAL NUMBER *	EXTENDED WARRANTY OR SERQUALITY WARRANTY *
<b>BRIEF DESCRIPTION OF FAULT (accurate description on the last page of the form) *</b>		

<b>ADDRESS FOR GOODS DESTINATION</b>							
Facility *							
Address *					N° *		
City *				Province *		Zip Code *	
Telephone *			Mobile *				

(\*) The Customer must fill in this information.

(\*\*) This information should be filled in only if the product was not purchased directly from Ingeteam S.r.l. (in which case you must attach with the form the paid invoice/purchase receipt issued by the retailer to verify the validity of warranty terms).

## GENERAL CONDITIONS FOR SHIPPING PRODUCTS FOR REPAIR

### 1) PRODUCT REPAIR TERMS AND CONDITIONS

The customer must bear all the shipping cost, including customs duty, customs fees and taxes.

The damaged product must be shipped to the following address:

**Ingeteam S.r.l. - Via Dell'Industria, 199/211 - 48014 Castel Bolognese (RA) - ITALY**

(Hours for receiving goods: Monday to Friday from 08.30 to 12.30 and from 15.00 to 17.00)

or to any other address according to instruction given by the Ingeteam After Sales Dept. at the time of accepting the claim.

The product/component must be shipped using a proper packaging or its original packing. Please note that shipping damages caused by improper packaging will not be covered by warranty. The customer's delivery note must be entitled with **"Product returned for repair"**.

If the returned product and/or component is not covered by warranty terms, in accordance with the terms described in Annex "A+B" - Manufacturer's Warranty - INGECOM® series products & Third-Party products Standard Warranty (downloadable at website [www.ingeteam.it](http://www.ingeteam.it)), Ingeteam will send a quotation before to proceed in repairing the damaged product/component. The Customer agrees to carry out the payment according to the commercial terms in force with Ingeteam or in absence of these by bank transfer before to repair the damaged product/component.

Within 7 days from the quotation, in case of lack of response from the customer, Ingeteam will proceed to invoice the cost raised from the equipment test equal to Euro 100,00 VAT not included. Only after the payment Ingeteam will proceed to return the product/component unrepaired under ex-works terms. The same amount will be charged to the customer also when the returned product will show, after the functionality test, any defects.

If on arrival at the factory the product and/or component returned for repair is deemed to be in perfect operating conditions, INGECOM shall communicate to the customer any costs arising from the analysis and testing procedures.

In the event of a non-payment of the costs mentioned above and after 30 days from the Ingeteam quotation, with the signature on this document, the customer authorizes Ingeteam to proceed with the demolition of the product/component returned for repair.

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

\* Customer's legible signature for acceptance

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Pursuant to and in accordance with Article 1341 of the Italian Civil Code the parties declare to have acknowledged, well understood and well acquainted and explicitly state to accept and approve the following clauses of this contract:

- The customer must bear all the shipping cost, including customs duty, customs fees and taxes
- Within 7 days from the quotation, in case of lack of response from the customer, Ingeteam will proceed to invoice the cost raised from the equipment test equal to Euro 100,00 VAT not included.
- Only after the payment Ingeteam will proceed to return the product/component unrepaired under ex-works terms

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

\* Customer's legible signature for acceptance

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### PRIVACY

In compliance with the **"Italian Legislative Decree of the 30th June 2003, n. 196"** governing the norms for the treatment of personal information and in protection of persons and other subjects – in the case in which you GIVE AFTERWARDS your consent – the information you provided may be processed, directly or by third parties. Moreover we notify the fulfilment of the obligations foreseen by the law, by regulations or EU directives. In particular to perform the complete fulfilment of all of the contractual obligations, also for the following purposes related to services and/or products additional to the subject of the contract and to their possible integration/evolution:

- performing statistic and market studies and research; delivering advertising and informative material; performing direct commercial or placing activities; delivering commercial information; delivering interactive commercial communications.

In the case you DO NOT GIVE AFTERWARDS your consent, the information provided will be treated exclusively for the purposes for which they are expressly foreseen. The above-mentioned treatment may be performed by means of paper or computer and/or telematics supports even by third parties for whom the knowledge of your personal data is necessary or functional to operate on behalf of our Company; in any case, the treatment will be always performed in a way to ensure safety and confidentiality to your personal information.

In relation to the treatment of your personal information, you may exercise the rights foreseen by the **"Italian Legislative Decree of the 30th June 2003, n. 196"**.

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

\* Customer's legible signature for acceptance

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Contact person / Persona di riferimento: \_\_\_\_\_  
 Contact phone number / Numero telefonico: \_\_\_\_\_

Customer incident number / Riferimento numero incidente: \_\_\_\_\_  
 Incident date / Data incidente: \_\_\_\_\_  
 Inverter serial number / Numero serie Inverter: \_\_\_\_\_  
 Installer company / Ditta Installatrice: \_\_\_\_\_

Installation Data / Data Installazione: \_\_\_\_\_  
 Name/Nome: \_\_\_\_\_  
 Address/Indirizzo: \_\_\_\_\_  
 Number of equipment, models and powers – Numero apparecchio, modello, potenza: \_\_\_\_\_

Inverter uptime: Less than 1 day  > 1 day and < 1 month  > 1 month and < 1 year  > 1 year   
 Tempo di lavoro dell'Inverter: Meno di 1 giorno  > 1 giorno e < 1 mese  > 1 mese e < 1 anno  > 1 anno

**VERIFICATIONS BEFORE INVERTER DISCONNECTION / Controlli prima della disconnessione dell'Inverter**

**INGECON SUN LITE**

Frequency of error: Constant  Sporadic   
 Frequenza di errore: Costante  Sporadico

Frequency   
 Frequenza

Working display: YES  NO   
 Display funzionante: Si  No

LED INDICATORS - Indicatori di luce:

COLOUR / Colore	OFF Spento	FLASHING / Lampeggiante			ON Acceso
		0.5 s	1 s	3 s	
GREEN / Verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORANGE / Arancio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RED / Rosso	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISPLAY: ERROR COM message - Messaggio ERROR COM su Display: YES  NO   
 Si  No

Alarm codes (Monitoring) – Codici di allarme (Monitoraggio):

Alarm / Allarme	<input type="text"/>
Code 1 / Codice 1	<input type="text"/>
Code 2 / Codice 2	<input type="text"/>

Comments / Commenti: \_\_\_\_\_

**THREE-PHASE SOLAR INVERTER**

Frequency of error: Constant  Sporadic   
 Frequenza di errore: Costante  Sporadico

Frequency   
 Frequenza

Working display: YES  NO   
 Display funzionante: Si  No

LED INDICATORS - Indicatori di luce:

COLOUR / Colore	OFF Spento	FLASHING / Lampeggiante		ON Acceso
		SLOW/Lento	FAST/Veloce	
GREEN / Verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORANGE / Arancio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RED / Rosso	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISPLAY: ERROR COM message - Messaggio ERROR COM su Display: YES  NO   
 Si  No

Stop reason (Monitoring) – Motivo del blocco (Monitoraggio):

Stop reason 1	<input type="text"/>
Stop reason 2	<input type="text"/>
Stop reason 3	<input type="text"/>
Stop reason 4	<input type="text"/>
Stop reason 5	<input type="text"/>

Comments / Commenti: \_\_\_\_\_

**Shipment address after repairing – Indirizzo di spedizione dopo la riparazione**

Company name – Nome Ditta	County/District/State – Località/Paese
Shipment address – Indirizzo di spedizione	ZIP code – Codice postale
City - Città	Contact phone number 1 – Numero telefonico
Contact person 1 – Nominativo 1	Contact phone number 2 – Numero telefonico
Contact person 2 – Nominativo 2	