



POWERARK SOLAR
powering the future

Dear Customer

Thank you for contacting Powerark Solar Warranty Department. Your feedback is valuable to us.

Before proceeding to below claiming instruction, did you know a full system restart can solve a lot of issues caused by a firmware glitch?

To restart the solar system, please locate the Shutdown Procedure label fixed near your solar inverter (similar to below) by your solar installer, and follow the steps on the label.

**** Please do not unplug and open any isolators, and seek advice from an accredited electrician if required to do so ****

SHUTDOWN PROCEDURE

STEP 1: Turn off the Main Switch (Grid Supply)
Located in switchboard.

STEP 2: Turn off the D.C. ISOLATOR Located
next to the inverter.

WARNING: D.C. ISOLATOR DO NOT DE-ENERGIZE
THE PV ARRAY AND ARRAY CABLING.

WARNING: DO NOT OPEN PLUG AND SOCKET
CONNECTORS OR PV STRING ISOLATORS WHILE
SYSTEM UNDER LOAD.

	MPPT 1	MPPT 2	
PV ARRAY Open Circuit Voltage	_____	_____	Vdc
PV ARRAY Short Circuit Current	_____	_____	Adc

AC SOLAR SYSTEM SHUTDOWN PROCEDURE

Turn off the "Main Switch (Inverter Supply)"
Located in swithboard.

This will isolate the PV array and de-energise
the entire PV System.

If the same issue still exists please follow below instruction for a warranty claim.

1. Inverter Warranty Claim Check List:

Faulty Report Form* (attached)

Photo of –*

- a. Defective area or Error message
- b. Product label and serial number(s)
- c. Switchboard with all switches
- d. Inverter showing all wiring and setup

Proof of Purchase*

Extra docs: _____

Return docs (1-4) to warranty@powerarksolar.com.au by email or in person to any Powerark Solar office.*

***Compulsory**



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2. Solar Panel Warranty Claim Check List:

In addition to Inverter Warranty Claim above, please provide details of below*

- No. of strings
- No. of panels per string
- PV Array string DC Voltage (Open and Closed Circuit)
- AC Voltage (Inverter not commissioned)
- Panel label to show specification**
- All serial numbers of panels claiming**

* **Compulsory**

** **Photo required**

3. What Next:

- When all compulsory information is received by us we will initiate a Warranty Claim and provide a Case ID for reference.
- If information is missing for us to process the claim one of our team member will contact you directly.
- Please always quote your Case ID when contacting for an update of the warranty claim.

To Contact Us

- Email: warranty@powerarksolar.com.au
- Direct No: 07 3063 7672
- 1300 887 557 Option 4 for Warranty and Technical Support
- Operating Hours: 9am to 5pm Monday to Friday, except Public Holidays.

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CITY	ADDRESS	PHONE
SYDNEY	C8/391 Park Road Regents Park, NSW 2143	(02) 9643 2492
MELBOURNE	8 Longford Court Springvale, VIC 3171	(03) 8555 2914
BRISBANE	2/74 Murdoch Cct, Acacia Ridge, QLD 4110	(07) 3711 5999
ADELAIDE	29 Gawler Ave Welland, SA 5007	(08) 8340 1200
PERTH	30 Mordaunt Cct Canning Vale, WA 6155	(08) 9455 2380
TOWNSVILLE	2/9-11 Reward Cre Bohle, QLD 4818	(07) 4774 6800

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- Engineering**
providing support on small or large installations in the Australian region
- Finance**
helping introduce our customers to the leading finance and capital platforms to support sales and installations
- Marketing Service**
providing a range of marketing solutions to assist our customers

FAULTY REPORT FORM

Version 3.2

Published on 13 February 2018

*Compulsory information required

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

Installation Company:		Contact Number:	
End User Full Name:			
Address:			
Suburb:		State:	
		Postcode:	
Contact Number:		Email:	

System Details:

Installation Date:*		Date of the Fault:*	
Powerark Invoice No.		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: *please tick if you have any for replacement

Company Name:	
Delivery Address:	
Contact Person and Number:	

Fault Details:*

Fault Description (error code or message):			
Claiming for (Tick One):	Refund	Credit	Replacement
Serial No. of the Product (s):*			

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

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		

Terms and Conditions of this Form:

- Before submitting a warranty claim to us you should understand that this is your or the system owner's responsibility to proof the relevant products are the cause of fault. We may request an electrician inspection at your own cost if information provided is not sufficient to process the claim.

- This Faulty Report Form is only a process of gathering necessary details for us to initiate a warranty claim, and does not imply any approval or decision of such claims.
- All warranty claim is subject to approval by the Powerark Solar Warranty Department based on the information provided such as system details, faulty description, and photo evidence.
- Failure to provide compulsory information stated on this form may result a rejection of the claim, and the process will be either on hold or closed until further information can be provided.
- You are fully understood that any charge incurred due to the misleading, incorrect, and manipulated information provided, such as inspection, testing, repair and replacement and we reserve the right to recover these expenses from you.
- If you have any question of this form, and terms and conditions stated please contact us immediately.

Privacy Statement:

- By providing the system owner contact details you have agreed to us to contact the system owner directly for the sole purpose of this warranty claim.
- If you disagree to us to contact the system owner directly you should contact us immediately upon submitting the claim form.
- Powerark Solar will only use information of system owner for the sole purpose of warranty claim and retaining such information for internal use and record keeping.
- Powerark Solar will not use information of system owner for any other business purpose, sale, transmit to unauthorised third party.

Disclaimer:

- You understand that without directly contact with system owner may slow down the claiming process due to information transmission between each party, and we will not be responsible of any allegation of legal matter, compensation, or damage and loss.
- All relevant testing and inspection should be carried out by a qualified electrician with associated licences and knowledge to the products claimed.
- We will not be liable for any loss and damages to the faulty and replacement product and associated due to misconduct and handling by unqualified person.
- We will not be liable for any loss and damages due to late submission of the warranty claim. The starting date of the claim will only begin when all compulsory documents are submitted to us either physically or electronically.
- We will not be liable for cost incurred due to extra work required to update the installation standard, or improve the compatibility of the replacement unit with the existing system components.
- We will not be liable for cost incurred due to insufficient information for the warranty claim.
- Reimbursement due to product failure is subject availability from manufacturer, or under a commercial decision.

END OF DOCUMENT

YOUR SATISFACTION IS FIRST OUR PRIORITY