



# Warranty Claim Guide (Compact Edition)

Wuxi Suntech Power Co., Ltd.

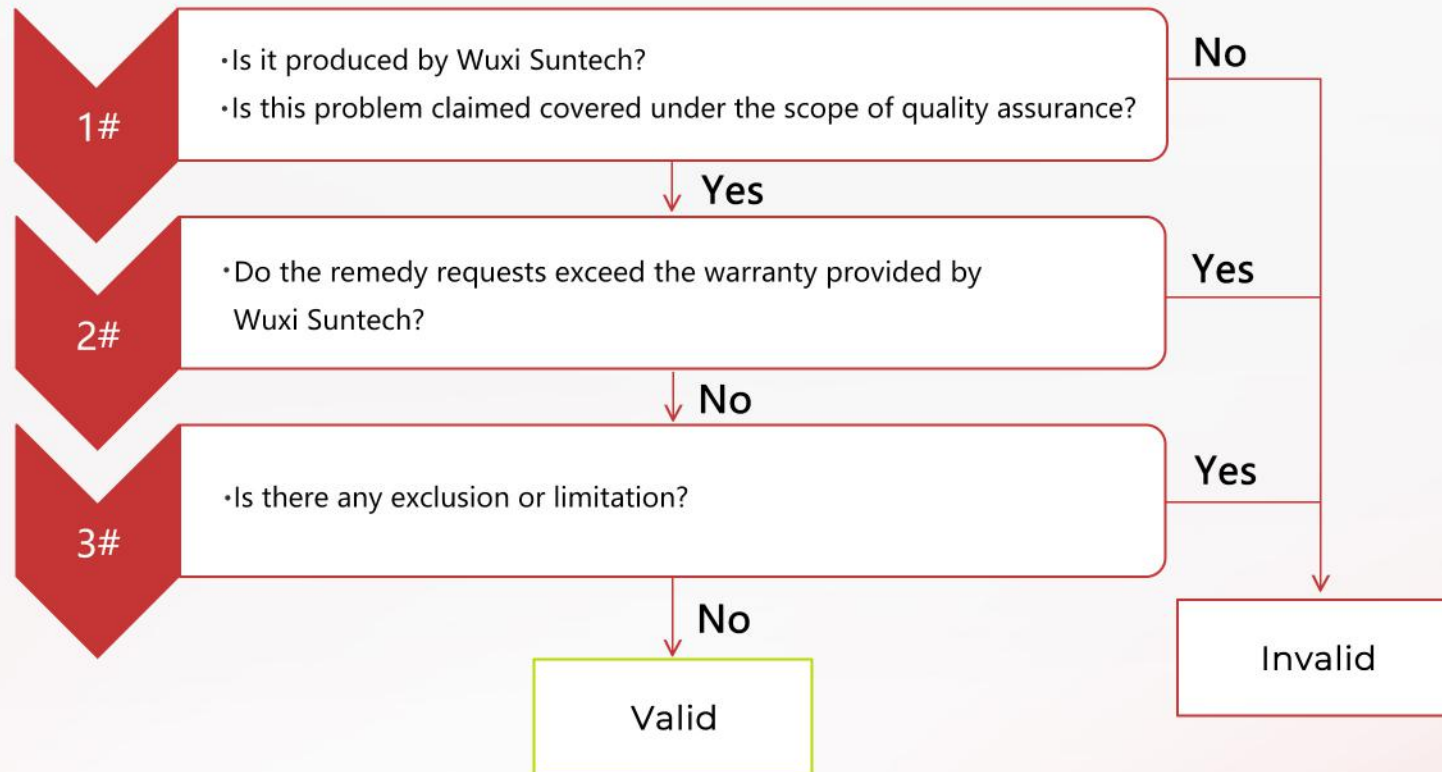


## Reference and procedure for customer claim

Customer claims will be processed in accordance with the documents according to the following priorities:

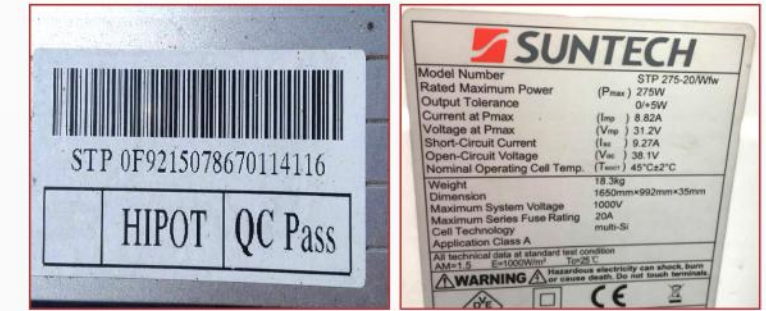
1. Related terms of contract signed by both parties
2. Suntech standard warranty
3. Suntech installation manual
4. Suntech product specification
5. IEC61215, 61730 and other standards

### Customer claim procedure



## Information required for submitting claim

1. Contract&Invoice
2. Defect description
3. Bar code
4. Nameplate
5. Defect picture
6. Climatic characteristics
7. Test data (Power, EL, infrared, etc.)



Bar code

Nameplate



Defect picture

Test data

## Our Feedback

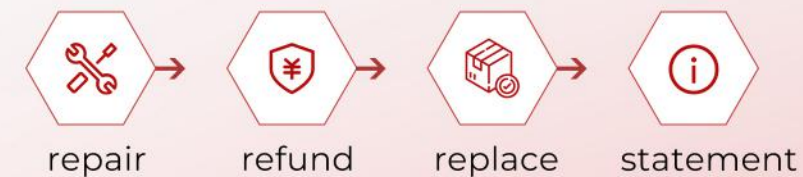
### Claim Dealing Process

✓ After receiving claim, reply customer in 1 working day

✓ After gathering complete information, confirm the claim in 2 working days

✓ After confirming, provide initial solution in 5 working days

### Multiple solutions



## Contact Info

### (China) Wuxi Suntech Power Co., Ltd.

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Tel: +86 510 8531 8000 (Sales Hot Line)

Fax: +86 510 8534 3321

Email: [service.china@suntech-power.com](mailto:service.china@suntech-power.com)

Website: [www.suntech-power.com](http://www.suntech-power.com)

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### Global

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## This guide is used as a reference for normal claims processing:

- ① If other requirements are mentioned in the contract, we will deal with the claim according to the contract signed by both parties.
- ② In case of some product failures not mentioned in this guide, please contact our customer service department in time.
- ③ When the quantity of failed modules exceeds 10PCS, please contact our customer service department for feedback.
- ④ This guide will be revised periodically; the specific reference is based on the latest version of the limited warranty, local laws and regulations.

Claim card				
Customer name		Contact Info.		Power station address
Contract & Invoice				
Installed capacity		Climatic characteristics		Bar code
Module type		Defect description		Test data
Defect picture				