

BISOL GUARANTEE CUSTOMER COMPLAINT FORM

QA -JAM-SO
Valid from: september 2019
BISOL PROIZVODNJA, D.O.O.

C U S T O M E R	1	Name and surname / Company name: Address: Contact person: Contact number and e-mail:	_____
	2	Invoice nr. (please add the copy in email as Attachment 1)	_____
	3	PV module model and type:	_____
	4	Delivery date:	_____
	5	Guarantee terms:	_____
	6	Type of failure:	_____
V I S U A L	7	Description of visual nonconformity or quality issue regardnig PV module:	_____
F U N C T I O N	8	Description of functional nonconformity and circumstances; how and when it was detected by customer/installer:	_____
V I S U A L & F U N C T I O N	9	Estimated qotal quantity of BISOL PV modules used at this site:	_____
	10	Estimated total quantity of BISOL PV modules with reported nonconformity:	_____
	11	Please attach the photographs of the reported nonconformity and related PV module serial number label in email as zip format in Attachment 2.	_____
	12	Are PV modules with a reported nonconformity available? If yes, then please specify the date of their possible shipment to the BISOL production facility for analysis.	_____
	13	Does solar power plant has roof or field installation?	_____
	14	What is the total field installation power output with BISOL PV modules?	_____
	15	What environment does the installation normally operate in, (e.g. coastal, mountainous, inland plain, urban, rural, farmyard, etc.)?	_____

V I S U A L	F U N C T I O N &	16	Was the installation installed by a contractor, or by the OEM? Please state company/installer name and address with contact phone nr.:	<hr/>
		17	Are the installers trained/advised by BISOL?	<hr/>
		18	State the date of installation of the PV system (from date to date)?	<hr/>
		19	Please attach an installation layout drawing of the PV modules in email Attachment 3.	<hr/>
		20	Please attach an installation layout drawing of the PV modules with nonconformity in email Attachment	<hr/>
F U N C T I O N	F U N C T I O N	21	Are the PV modules grounded?	<hr/>
		22	Is lightning protection installed?	<hr/>
		23	Is DC overvoltage protection installed?	<hr/>
		24	If DC overvoltage protection is installed please state the type.	<hr/>
		25	Is mains (AC) overvoltage protection installed?	<hr/>
		26	Are PV modules strings protected from reverse current occurrence?	<hr/>
			In the case reverse current protection is installed please define type:	<hr/>
		27	How were the cables routed and mounted. Please attach photograph if possible and add in Attachment 5.	<hr/>
		28	Are connectors and string cables PV approved?	<hr/>
			Please detail which cable type is used.	<hr/>
		29	Did the installer use oil based lubricant aerosol (or other lubricant types) during the installation?	<hr/>
		30	Were the connectors connected immediately or were they connected to the PV modules some time after mounting (in the case of a later connection, indicate how much later?	<hr/>
			Were dust caps used to protect the connectors prior to installation?	<hr/>
		31	Were dust caps used to protect the connectors prior to installation?	<hr/>
32	Are there frequent electrical storms in the area of the installation?	<hr/>		
33	Are FN modules connected to a performance monitoring svstem?	<hr/>		
34	Was the inverter pre-installed?	<hr/>		
	If the inverter was pre-installed, indicate the type.	<hr/>		

Date of application preparation: _____

Claim prepared by: _____

Signature _____

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Attachment 2: BISOL PV module list

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BISOL PROIZVODNJA, D.O.O.

Nr.	Failure description	Serial Nr. of FN module	Module type and rated power output
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