

TIGO OPTIMISER COMPLAINTS PROCEDURE

To fully process your claim, please submit the following data:

- date the system was installed;
- the date system was power on for the first time;
- please provide a unique name for the system such as - address or other names of your choosing.

Equipment specifications:

- panel datasheet;
- inverter datasheet;
- if any other PV equipment like a combiner box is being used, please include the datasheets;
- rating of fuses using on-site;
- if the inverter has a monitoring system, please provide the login information;
- if no monitoring of the installation's operation is carried out, the following measurements must be taken:
 - the module voltage at the connection plugs,
 - the optimizer voltage at the connection plugs when the module is connected.

Photos of the measurements should be attached to the claim.

Electrical layout.

- How many strings are installed per MPPT? (note: if you are using a combiner before the inverter, where is it located, and how many strings are in parallel?).
- How many panels are on each string?

Questions about the issue.

- When did the damage occur?
- Please provide all serial numbers of the optimizers that got damaged if the label is readable.

Required photos:

- please provide pictures of the system;
- photos of the nameplates with serial numbers;
- photos of the damages;
- photos of the measurements.

*** The manufacturer reserves the right to request additional information, documents or measurements.**