Please fill out the following fields for any modules found to be defective/non-conforming (NC) to MSE’s module warranty and send a copy of your documentation with this form to warranty@missionsolar.com

|  |
| --- |
| **Customer Point of Contact** |
| **Name:** |  | **Phone:** |  |
| **Project/Address:** |  | **Email:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Date Discovered**(mm/dd/yyyy) |  | **Installation Company used** |  |
| **Date of Installation**(mm/dd/yyy) |  | **NC Module Count** |  |
| **Module Model** (if available) | **Module Serial Number(s)** |
|   |   |
|  |   |
|   |   |
|   |   |
| **Detailed Description of Problem/NC** (ex: burn marks, shattered glass, low power performance, etc.) |
|  |
|
|
|
|

|  |
| --- |
| **Documentation Checklist** |
| [ ]  Clear image of product Label on backside of the module[ ]  Clear image of the complete front-side of the module[ ]  Clear image of the whole array and surrounding environment[ ]  Clear image of the voltmeter Readings at Peak Sun Hours (Mid-Day between 11am to 3pm) with direct connection to module connectors (not microinverters).[ ]  Output readings of the array at Peak Sun Hours (Mid-Day between 11am to 3pm)If you have access to the following two options, then access to either one will be suffice for the last two bullet items above:[ ]  IV Curve Trace measurements of the module(s) (connections must be made to the wires running from the module’s junction box; do not connect to the output from a DC Optimizer that is connected to the module) and array (connection to the optimizer leads is permissible for this measurement).[ ]  Provide Mission Solar Energy with the remote access to the PV system’s monitoring software:* you will want to change the password to one that Mission Solar Energy will use and then change it after Mission Solar Energy has completed its investigation;
* or, you will need to provide a temporary account with full access that will only be used by Mission Solar Energy.
 |

**The following fields are to be filled out by MSE and returned to the customer.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Receiving Contact:** |  | **NCR Received Date:** |   |
| **Review Contact:** |  | **NCR Review Date:** |   |
| **Return Authorization:** | [ ]  **NO** | [ ]  **YES** | **RMA Number:** | **NCR Closed Date:** |
|  |  |

**If a return is authorized, please print out this page and include it in the shipment with your returned materials.** If you have any questions about this RMA or your modules, please contact warranty@missionsolar.com.