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](mailto: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.) | | | |
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| **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](mailto:warranty@missionsolar.com).