



### Warranty Card

In order to make a faulty claim, please fully read and clarify warranty terms in advance. Then let onsite engineers fill the information required in this card, sign and send back to Jinko or its authorized distributor.

1. Distributor name: \_\_\_\_\_

2. Battery system location: \_\_\_\_\_

3. Battery serial number: \_\_\_\_\_

4. Date of faulty happened: \_\_\_\_\_

5. Faulty description: \_\_\_\_\_

- Cannot be turned on.     No communication.     Not charging.
- Not discharging.     ALM on.     Others.

6. Inverter brand and type: \_\_\_\_\_

7. Real time battery information shown on inverter or inverter monitor system APP:

Voltage: \_\_\_\_\_ V; Current: \_\_\_\_\_ A; SOC: \_\_\_\_\_ %; Temperature: \_\_\_\_\_ °C

8. How long has the system been used?

- Dead on arrival.     Under 6 months.     6 months to 1 year.
- 1 year to 3 years.     More than 3 years.

9. When did the faulty happen?

- Morning.     Afternoon.     Nightfall.
- Midnight.     Other time.

10. How often did the faulty happen?

- Once or twice.     Three times or more.     Every day.
- Other.

11. Battery power terminal voltage measured by multi-meter: \_\_\_\_\_

12. Please attach all necessary photos or videos, for instance, battery SN label and LED light as evidence to the faulty claim.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please attach all the information required above and send back to Jinko or the authorized distributor. Fail to submit any required information may lead to a lack of information to process the claim.

Service Manager: \_\_\_\_\_ Date: \_\_\_\_\_

**Jinko Solar Australia Holdings Co. Pty Ltd**

Add: Suite 26, Level 2, 152 Marsden Street,

Parramatta NSW 2150

Tel: +61 1300 326 182

BESS\_AU@jinkosolar.com

http://jinkosolar.com.au/

Manufacture Tel: +86 (21) 51808777

Manufacture E: G\_ESS.Service@jinkosolar.com