



## RMA Application (for hybrid inverter)

RMA No.  
(assigned by  
Goodwe)

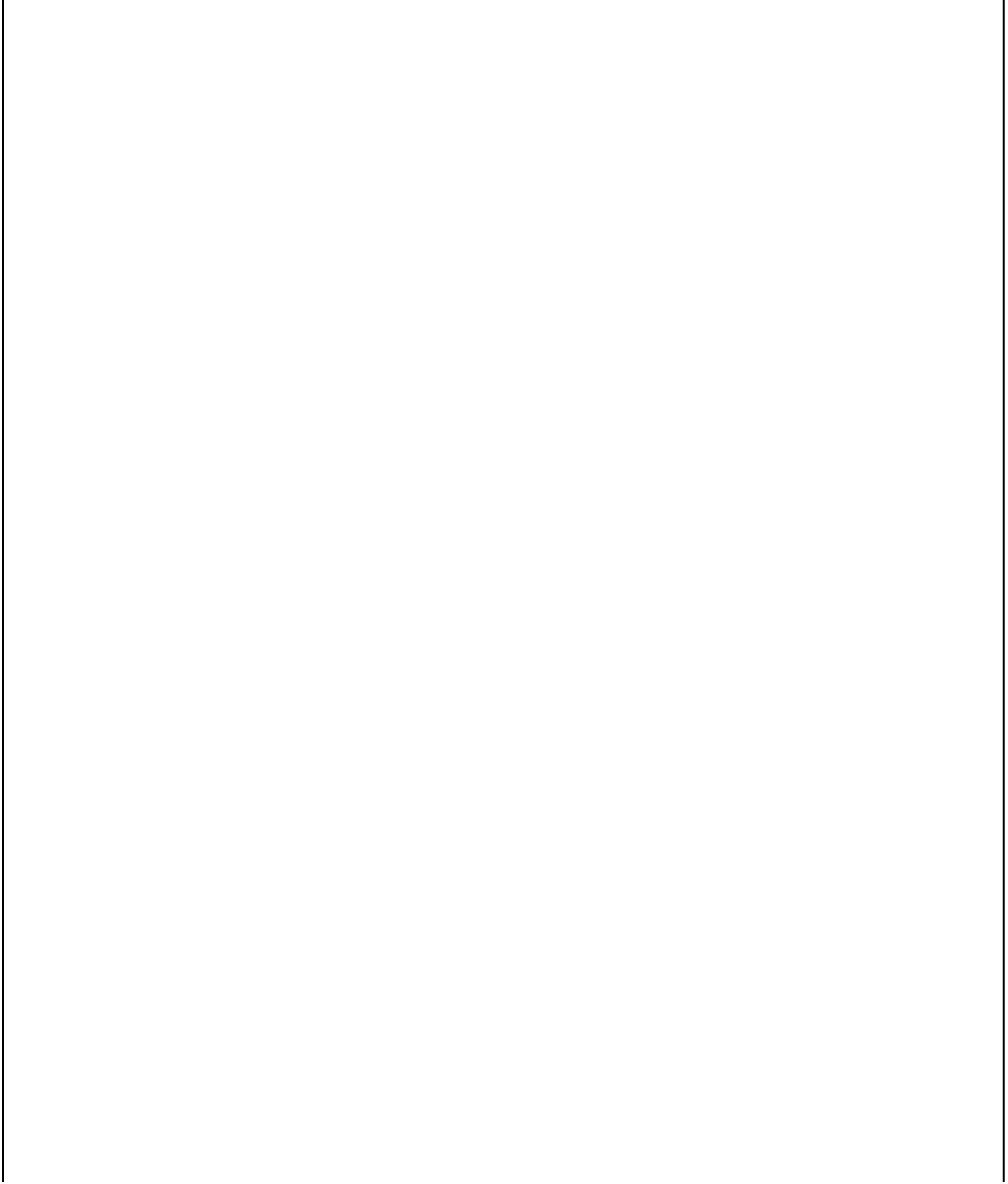
*Name of end user		*Address		*Country	
*Contact methods of end user (emial and phone No.)		*Product S/N		*Connected to SEMS <input type="checkbox"/> Yes <input type="checkbox"/> No	
Delivery address & Contact number					
	Tel:				
*Installation date		Warranty expire date		*Failure date	
Inverter firmware version (from LCD or SEMS/Solar go)	Brand of PV Pannel			*QTY of PV Pannel per MPPT	
	Model type of PV Pannel			*QTY of MPPT connected to	
*Type of battery pack	<input type="checkbox"/> Lead acid <input type="checkbox"/> Lituium	*Brand of battery pack		*Meter type	<input type="checkbox"/> Arcel <input type="checkbox"/> Smart meter
Type of back-up load		Power of back-up load		*Work mode (from PV master APP)	<input type="checkbox"/> General mode <input type="checkbox"/> Off-grid mode <input type="checkbox"/> Back-up mode <input type="checkbox"/> Ecnomic mode
*Installation environment description	*If there's any shield on top of inverter	<input type="checkbox"/> Yes <input type="checkbox"/> No	Installation picture A (Please attach it to another page)	Please show the whole inverter with clear sroundings	
	*Distance from the inverter to the nearest obstacle	<input type="checkbox"/> ≤ 0.6m <input type="checkbox"/> > 0.6 m	Installation picture B (Please attach it to another page)	Please show the inverter's connection status	
	*Distance from the inverter to the nearest inverter (if there is more than 1 inverter)	<input type="checkbox"/> ≤ 1.2m <input type="checkbox"/> > 1.2m	Installation picture C (Please attach it to another page)	Please show the grouding connection status and N to PE voltage	
			Installation picture D (Please attach it to another page)	Please show the rating lable of battery pack	
*Problem description	*Symptom: Frequency of occurrence: Influence:				
*Troubleshooting steps done with testing result	*Step 1 Description of test (if there's any error message on the screen, please take a picture)		*Description of test result (Please provdie the picture of testing result if there is)		
	*Step 2 Description of test		*Description of test result (Please provdie the picture of testing result if there is)		
	*Step 3 Description of test		*Description of test result (Please provdie the picture of testing result if there is)		
	*Step 4 Description of test		*Description of test result (Please provdie the picture of testing result if there is)		
	*Step 5 Description of test		*Description of test result (Please provdie the picture of testing result if there is)		
*RMA Application drafted by (Claimant)			*Date of application		
RMA Application apporved by (Goodwe)			Date of approval		

**Remark**

1. Please note, all the cells marked with star (\*) is mandatory to fill up by claimant.
2. Please note all the RMA approval decision is based on the information Goodwe gets from this application. After the faulty unit being returned back and checked by Goodwe, if it's confirmed that the failure is due to NONE Goodwe quality related reason, the approval decision made by Goodwe may become invalid and Goodwe reserves the right to charge all the related cost to the claimant.
3. Goodwe reserves the right of final explanation to the understanding of this RMA Application.

**Installation picture A**

Please show the whole inverter with clear surroundings



Installation picture B  
Please show the inverter's connection status

Installation picture C

Please show the grounding connection status and N to PE voltage

Installation picture D  
Please show the rating lable of battery pack