

# SERVICE CASE

# SOLAR MODULE

Your concern is important for us! To ensure a quick processing please complete the questionnaire and forward it to [aftersales@luxor-solar.com](mailto:aftersales@luxor-solar.com)

## CONTACT PERSON

Who is requesting for service:                      system owner                      installer                      distributor  
Company:    Contact name:  
Phone:    Fax:  
E-mail:    Your internal reference no.:

## DETAILS ABOUT THE PV SYSTEM

Owner of the system:  
Adress of the system location:  
Total system capacity (kWp):

## DETAILS OF THE CLAIM

Module type:  
Article number:  
Number of affected modules:  
Serial number of the affected modules:

Exact defect description:

## NECESSARY DETAILS AND DOCUMENTS

Date of invoice:  
Please include the following documents:  
+ Invoice in copy  
+ Warranty conditions in copy  
+ Pictures of the affected modules



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## INTERNAL MEMOS

(to be completed by Luxor Solar)  
Internal process no.:  
Date of receipt: