



WARRANTY PROCESS MICROINVERTERS



Step 1

Customer will reach out through the phone/info box/warranty box requesting to start the warranty process.

Note: ALL warranty requests will be forwarded to warranty@aptossolar.com.

Step 2

Once the initial email from the customer is received, Aptos will send a blank RMA form. (Aptos RMA Form 2023.pdf)

Return Merchandise Authorization Form							
		Email form to: Warranty@aptossolar.com Attention: Aptos Solar Technology Phone: (949) 932-0733 www.Aptosolar.com					
RMA Timeline: Claims may take up to 30 days to process							
For Office Use Only				Company Name:			
RMA Number: AST_RMA_				Distributor Name & Sales rep contact:			
Date RMA Issued:				City:		State: Zip Code:	
Processed By:				Requested By:			
Item Returned: Yes / No				Email:			
Date Received:				Phone: Fax:			
Quantity	Item Number	Description	Plant ID (For Name Only)	PO Number (If applicable)	Serial Number	Reason Code	Credit
Return Reason Codes			Comments / Special Instructions				
Record appropriate number in the "Reason Code" column above. 1 Product defective 1a. Low VOC 1b. Bad Connector 1c. Discoloration 1d. Physical Damage 2 Damaged in shipping 3 Other (be sure to add comments if other is selected) If items need to be returned, please ship to the address below after receiving an RMA number: Your Company Name: Ship To Address: Contact Person: Contact Information: Receiving Hours: 1a. Low VOC 1b. Bad Connector 1c. Discoloration 1d. Physical Damage 1e. Bad Connector/Whip 1f. Failed LED 1g. Offline 1h. Malfunctioning Port							
				For Office Use Only			
				Credit Issued: Yes / No			
				Credit Amount:			
				Transaction Number:			
				Date Issued:			
				Issued By:			
				Comments:			

We will need the Blank RMA form filled out completely. Along with the form, we request you include:

1. Photos of any serial numbers for the warranty request.
2. A screenshot of the monitoring platform showing the micro(s) performance/error codes.
3. Videos of the module(s) and/or trunk cable(s) being tested with a multimeter. Tests include VOC at the module leads, and AC "grid" voltage at the trunk connector. Be sure to have clear shots of any serial numbers and the multimeter readings for all test results.

Note: Missing information will only delay the warranty process.

Step 3

Once the completed RMA form and photos/videos are sent back, our warranty team will forward the email over to our engineering team for review.

Step 4

When the claim has been approved, the Aptos accounting team will send an approved credit memo to the Distributor's accounting department on behalf of the installer.



(949) 932-0733



warranty@aptossolar.com



aptossolar.com