



## Warranty Claim Guideline

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*Global Customer Service*



# Claim Submission Process

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1. Go to our customer service portal (CSP) at <http://customerservice.trinasolar.com/Login/Login.aspx>
2. If you don't have an account on CSP, register one;  
If you already have an account on CSP, use the account name and password to login;
3. Click on 'Service Request' in the menu bar, in the drop-down menu choose the claim type (usually "Module Claim");
4. Follow the steps and complete the forms;
5. Attach the required documents for claim assessment;
6. Submit the Claim.

# Checklist for Claim Submission

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No.	Category	Subcategory	Items Required					
			Serial	Photo of the Issue	Local Weather Condition	Voc/Isc	Power Test	Insulation Resistance
1	Appearance Related Issue	Yellowing	✓	✓		✓		
		Black Line/Snail Trail	✓	✓		✓		
		Others	✓	✓				
2	Performance Related Issue	-	✓	✓	✓	✓	✓	✓

# Checklist for Claim Submission

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Examples:



Serial Number



Sample Issue (Water Ingression)



Obtaining Voc Reading

# Labour Reimbursement

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- 1. Trina provide labour reimbursement for the replacement works:**
  - \$200 for the first panel
  - \$50 for each after the first (up to the 20<sup>th</sup>)
  - For system larger than 7kw, the price is negotiable
- 2. After the replacement works done, go to our customer service portal (CSP) to make a new “Module Claim” and quote the original job number**
- 3. Attach the invoice in the claim and submit**

# Contacts

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