

# STANDARD COMPLAINT REPORT

## DATE

### CUSTOMER DATA

Company  
Project/ Building project  
Contact  
Telephone  
E-Mail  
Complaint no. Customer

### DEFECTIVE COMPONENTS

Solar module  
System components  
Other

Manufacturer  
Product name  
Quantity of defective components  
Serial number(s)

### INSTALLATION INFORMATION

Type of installation  
Parallel to roof  
Ground-mounted  
Other  
Date of installation  
Plant size in kWp  
Details about substructure

### COMPLAINT DETAILS

Hanwha Q CELLS delivery note no. /  
Invoice number  
Purchased at

### TIME OF DEFECT

Upon receipt of goods  
During installation  
During commissioning  
Later, Date

### DESCRIPTION OF DEFECT\*

*Please attach an overview image and a detailed image each of the defect on the defective component.*