



## Solar Return Authorization Request Guidelines

*Please read the following guidelines carefully.*

1. Check Limited Warranty Exclusions.  
*Exclusions can be found in section 4 of the warranty statement.*
2. Fill the Solar Return Authorization Request form, in its entirety.
3. Collect required information from defective panel. (i.e. pictures, data files, etc)  
*Please refer to the "Required Information" page by defect, to confirm what is needed.*
4. Return completed RA request form and required information to [solarsvc@lge.com](mailto:solarsvc@lge.com)
5. Missing information may cause delays in the RA process.
6. It may take 2-5 business days to get the final decision after RA request is received.  
*Process time strongly depends on your type of defect, quantity, and information provided.*
7. You may be asked to provide additional information for some defects.
8. Replacements will be shipped to requester within 7 business days of RA approval.  
*Delivery address must be to the installer, we are not permitted to ship to end users.*
9. You may be asked to return your defective module or the label from your defective module.  
*You will be notified which is necessary in your approval email; prepaid shipping is included.*

Types of defects	Required Information with RMA Request Form
Glass breakage	1.) Signed and completed RMA form 2.) High-resolution pictures of module (front & back) 3.) Clear picture of the data label on back of module 4.) Zoomed-in pictures of defect area (if applicable)
Burn mark	
Decoloring	
Frame damage	
Junction box damage	
Back sheet damage	
Micro-inverter	1) Signed and complete RMA form 2) High-resolution pictures of module(front & back) 3) Clear picture of the data label on back of module 4) zoomed in pictures of defect area (if applicable) <b>5)Micro Inverter</b> : 7 days raw DC voltage & current data of module in question and one working adjacent module (Excel data from monitoring system) <b>6)String Inverter</b> : DC voltage and current measurement fromstring inverter <b>7) Module</b> : VOC
Low/No power	

Please email completed RMA Request form and information to [solarsvc@lge.com](mailto:solarsvc@lge.com)  
Feel free to email or call 888-865-3026 (Option 4) with any questions or concerns.

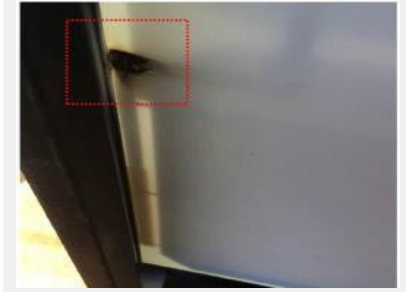
## Front & Back



## Data Label



## Defect Area



**Micro Inverter: Download Power, DC voltage, Imp data in. xls files from monitorin**



**EnlightenManager** DASHBOARD SYSTEMS ACCOUNT SUPPORT

MyEnlighten View Enlighten Mobile

Systems List

Example System Microinverter

Click here to initiate Self Service Warranty Claim

Generate Reports

Microinverter Recent Power Production

This report summarizes the power levels of your system for every 5 minutes of the past week.

Submit

View Graph Reports Events

26 Microinverters  
1 Envoy Wi-Fi 53°F

Envoy Not Reporting

Microinverter

Energy Status

Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer Nitro Pro Data Entry

Clipboard Font Paragraph Styles Cells Editing

Good module

Date	Time	AC Voltage	AC Freq	DC Voltage	DC Current	Temperature	Power Produced [W]
8/23/2019	6:15:00	243.7	59.99	11.34	0.07	66.2	0
8/23/2019	6:20:00	243	59.98	11.04	0.08	66.2	0
8/23/2019	6:25:00	243.4	60.01	28.51	0.1	66.2	2
8/23/2019	6:30:00	243.3	60.01	11.36	0.07	68	1

Dasilva.xlsx - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer Nitro Pro Data Entry

Clipboard Font Paragraph Styles Cells Editing

Bad module

Date	Time	AC Voltage	AC Freq	DC Voltage	DC Current	Temperature	Power Produced [W]
8/23/2019	6:15:00	243.7	59.99	11.34	0.07	66.2	0
8/23/2019	6:20:00	243	59.98	11.04	0.08	66.2	0
8/23/2019	6:25:00	243.4	60.01	28.51	0.1	66.2	2
8/23/2019	6:30:00	243.3	60.01	11.36	0.07	68	1



### String Invertor: DC Voltage and current Measure from string invertor

Voltage



Voltage

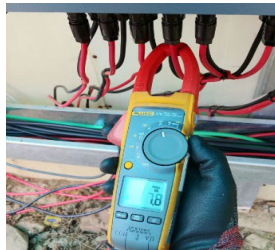


- Inver type :
- String :
- Isolation Resistance
- . Combiner box
- . Module
- Time of measurement

Current



Current



### Module: VOC

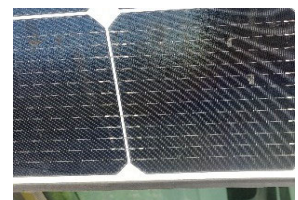
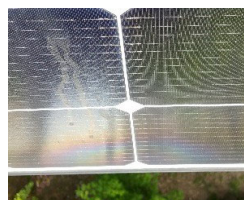
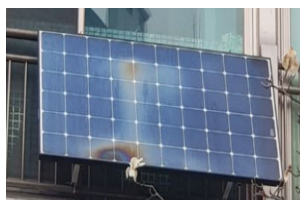


### Picture of site Environment(Surrounding) with Module appearance

Site Environment



Module surface

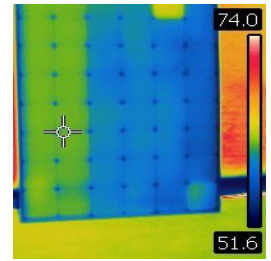
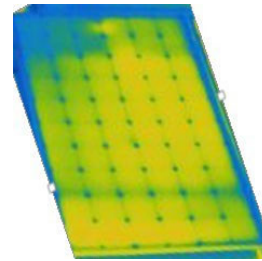
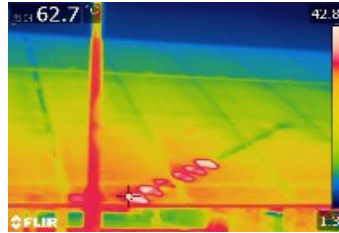






## IR image

### Sample



## Glass Breakage Sample Image

External force breakage will not be covered by warranty

