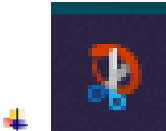


Jinko Solar Warranty Claim Process and Evidence Required

- Claim remedies are either a credit memo to the entity that placed the PO for purchase or a replacement module, if the same or similar module is still in stock.
 - In Compensation Preference - Choose either credit or replacement. Use the drop-down menu or type Yes or No in boxes to bring up drop-down menu.
 - **WE DO NOT PROCESS CLAIMS WITHOUT SERIAL NUMBERS.** The serial number is associated with the original purchaser. Claims without photos of the Serial Number label will also not be processed.
 - We use an Excel-based CLAIM FORM with multiple tabs to track all the information and evidence needed.
 - Please submit in Excel/XLS format. If no access to Excel program, Google docs can be used.
 - Submitting in any other form will delay processing.
 - Please note the following:
 - Serial numbers have 24 digits & letters – please double check your entry.
 - Ask for an upload link for large files of evidence for greater than 6 modules on one claim
 - **How to Enter Module Photographic Evidence in Claim Form**
 - ✚ Please use the [Microsoft Snipping Tool](#) (Windows key/Shift/"S") to copy photo evidence into appropriate sections. Using this tool keeps the picture file size low so that the document size does not exceed 10MB.
- 
- This is the Snipping Too logo.
- Press the Shift and Windows Key  (or OPT on some keyboards) together and then simultaneously press the "S" key.
 - The screen will go grey and the cursor will become a white crosshair.
 - Start at one edge of the image to snip, press and hold the left mouse button and drag across until the white window outlines the image to be captured. Release the left mouse button.
 - To enter the "Snipped" image, place cursor and use either CTRL and "V" to paste or right cursor key and choose paster in drop down.

• Photographic Evidence Required.

1. Module front and array.
2. Module back – verify wire management
3. Module label name plate – verify module type
4. Module serial number label – 3 locations (front upper left beneath glass, backside middle, long side edge)
5. Photo of multimeter VOC reading – DC readings only (not AC solar array)
 - The module should be facing the sun, cleaned of debris, and taken as close to midday as possible.
 - Take readings through module connectors on the leads – NOT the MLPE
 - A multimeter reading of 0 is an inconclusive measurement unless the positive or negative lead has been completely severed from the module or it's nighttime.
 - Retest the voltage after moving to a new location. Provide monitoring screenshots in original and new location.
6. Reduced Performance Evidence
 - a 1/3 reduction of Standard Testing Conditions (STC) Open Circuit Voltage (VOC). This value is on the label on the back of the module.
 - e.g.: 320 module STC VOC is 40.9. We see low performance as a 1/3 reduction or under 27v.
 - Two separate Monitoring Software screenshots are required:
 - First screenshot showing the low production in the original location.
 - Second screenshot taken after moving module to adjacent location/neighboring MLPE. (This shows us that the issue lies within the module, not MLPE).
 - Make sure to clearly identify the module in each screenshot.
 - Please review "Low VOC Test Procedure" PDF provided for more details.