

Return Merchandise Authorization Procedure - EU

Purpose

This Labor Return Merchandise Authorization Procedure is designed to assist Anker SOLIX Certified Installers (Installer) to receive repair or replacement service under the Limited Warranty, credit or refund (if applicable), in Germany and Italy. The systems consist of the following Anker SOLIX X1 Home Energy Storage products (Eligible Products):

| Product Name | Product Model Name | PN | SKU |
|--|--------------------|-------|----------|
| Anker SOLIX X1 Power Module (Single-Phase) | X1-H3.68K-S | A5102 | A5102GZ1 |
| | X1-H4.6K-S | A5102 | A5102GZ2 |
| | X1-H5K-S | A5102 | A5102GZ3 |
| | X1-H6K-S | A5102 | A5102GZ4 |
| Anker SOLIX X1 Power Module (Three-Phase) | X1-H5K-T | A5103 | A5103GZ1 |
| | X1-H8K-T | A5103 | A5103GZ2 |
| | X1-H10K-T | A5103 | A5103GZ3 |
| | X1-H12K-T | A5103 | A5103GZ4 |
| Anker SOLIX X1 Battery Module | X1-B5-H | A5520 | A5520GZ1 |
| Power Sensor 100A-1P (Single-Phase) | DDSU666 | A5420 | A5420G22 |
| Power Sensor 100A-3P (Three-Phase) | DTSU666 | A5430 | A5430G21 |
| Power Sensor 250A-3P (Three-Phase) | DTSU666 | A5430 | A5430G22 |
| Mobile Dongle | VCB-5106L8-WB-AK | A5460 | A5460G11 |
| WLAN Dongle | DG-WF-H | A5461 | A5461G11 |

Procedure

The customer must comply with the following policies and procedures.

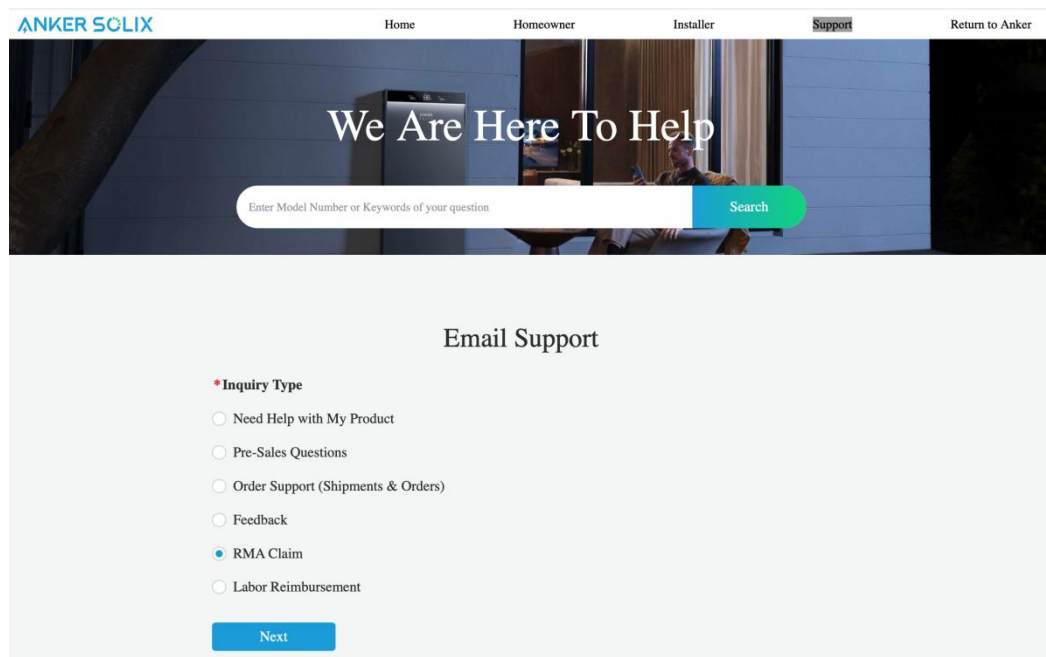
- Contact Anker SOLIX customer service and request a remote diagnosis on an Eligible Product(s) at issue. Note that many problems can be solved by remote diagnosis. Call the following Anker SOLIX Customer Support phone numbers:
 - Germany: +49 (800) 000 2522
 - Or email: support@anker.com
- If troubleshooting does not resolve the problem, the customer may request a Return Merchandise Authorisation (RMA) number from Anker SOLIX to return the defective product to Anker SOLIX .
- The RMA request must include the following information
 1. Proof of purchase in the form of a dated invoice or receipt for the defective product;
 2. The model number, the serial number, the system ID, the nameplate of the defective product;
 3. A detailed description of the defect;
 4. The shipping address to which the repaired or replacement product should be shipped.

Below are the guidelines:

- a. Find the RMA on the support center:

<https://support.ankersolix.com/de/s/emailcontactus> (Germany)

<https://support.ankersolix.com/it/s/emailcontactus> (Italy)



The screenshot shows the Anker SOLIX support center website. The header includes the Anker SOLIX logo and navigation links: Home, Homeowner, Installer, Support, and Return to Anker. The main banner features the text 'We Are Here To Help' and a search bar with the placeholder 'Enter Model Number or Keywords of your question' and a 'Search' button. Below the banner, the 'Email Support' section is displayed. It includes a section for 'Inquiry Type' with radio button options: 'Need Help with My Product', 'Pre-Sales Questions', 'Order Support (Shipments & Orders)', 'Feedback', 'RMA Claim' (which is selected), and 'Labor Reimbursement'. A 'Next' button is located at the bottom of the form.

- b. Complete the form by filling out the form:

ANKER SOLIX

HomeHomeownerInstallerSupportReturn to Anker

We Are Here To Help

Enter Model Number or Keywords of your questionSearch

Email Support

DEVICE INFORMATION

*Model

*Serial number(SN)

*System ID

*Nameplate

Upload Files

Or drop files

ORDER INFORMATION

*Buyer Name

Phone Number

*Email Address

*Proof of Purchase

Upload Files

Or drop files

PICKUP INFORMATION

*Contact Name

*Telephone

*Address I

*Zip Code

*City

Number of Boxes

Weight

Remarks

Attach Files

Help us understand better by uploading related videos or pictures through the button below.
*Up to 5 attachments, each less than 50MB

Upload Files

Or drop files

Back

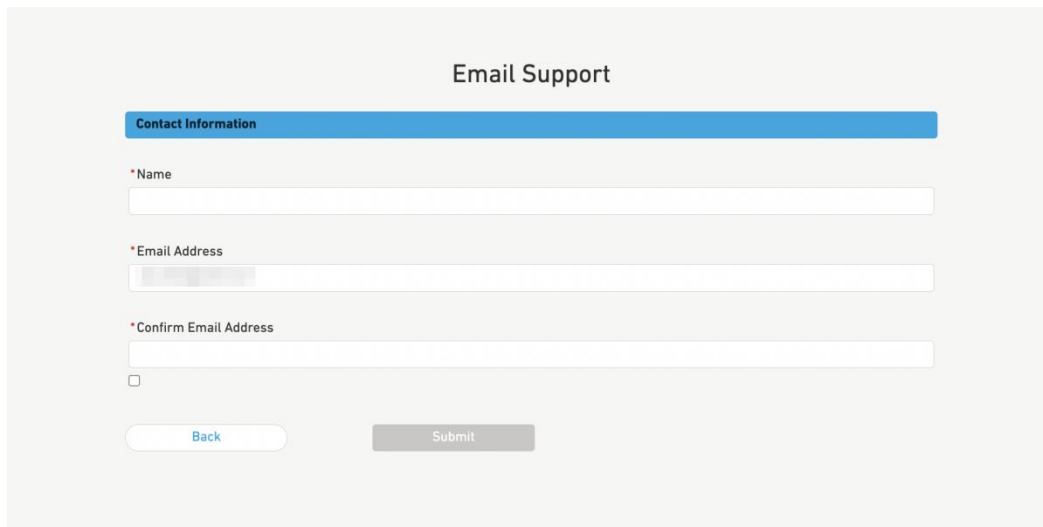
Next

c. Please confirm the email address:

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The image shows a web form titled "Email Support". At the top, there is a blue header bar with the text "Contact Information". Below this, there are three text input fields, each preceded by a red asterisk and a label: "* Name", "* Email Address", and "* Confirm Email Address". The first two fields have placeholder text. Below the third field, there is a small square checkbox. At the bottom of the form, there are two buttons: a blue "Back" button and a grey "Submit" button.

Email Support

Contact Information

* Name

* Email Address

* Confirm Email Address

☐

Back Submit

Anker SOLIX team will review the submitted cases within 48 hours and send you a reply.

- Upon issuance of an RMA, Anker will ship the replacement unit to the address provided in Address 1 of the PICKUP INFORMATION section. Defective products must be returned to Anker under the assigned RMA when designated for return within 30 days of receiving the replacement products.
- To return a defective battery module, the UN certified battery packaging is required. This can be sourced by contacting Anker SOLIX Customer Support. When the replacement unit arrives, you must place the defective unit in the same shipping box, affix a shipping label, and call the shipping provider or place the box at the nearest shipping location. All defective products that are approved for return must be returned in the original shipping box or other packaging that also protects the product. Contact support@anker.com to get a return shipping label or return address. You may affix the shipping label/required documentation to the shipping box and return it to the specified address.

If Anker SOLIX does not receive the defective products or parts within 30 days of issuance of the RMA, the replacement unit will not be covered by the warranty. Anker SOLIX will invoice the Customer, and the Customer will pay the then-current list price for such new products or parts.

Returned defective products may not be disassembled or modified without prior written approval from Anker SOLIX.