SMB Fault Report Form

Use this document to claim String Monitor Box failure. Returned devices with no report may be unneccessary delayed.

General data

*Contact data (name, address, e-mail and phone number)	
*Serial number (5-digit number from the label)	
*Order code (SMB-10-x-x-x-x)	
*Commision date (YYYY-MM-DD, leave empty if device was not installed)	
*Fault detection date (YYYY-MM-DD)	
*Object name (solar plant name and location)	
SCU serial number (serial number of connected SCU controller)	
SMB position number (communication address, 100..119)	
Waranty claim (check if fault should be covered by warranty)	

Fault description

Power failure (PWR LED is off or blinking, general error is reported)	
Communication failure (IEX2 LED not blinking, general error is reported)	
Current measurement fault (one or more strings display zero current)	
Voltage measurement fault (voltage measurement report zero or incorrect value)	
Fuse detection failure (fuse is blown, but fuse error is not reported)	
Visual defect (mechanical, changed color, overheating, water leak)	

Other faults (enter as much details as possible)

Service remarks (please leave this field empty)

RMA number (please leave this field empty)	

*Required field