

**Before you begin**

The more detail you can provide, the faster we can diagnose and resolve the return. Even partial information is more useful than leaving a field out. If a question doesn't apply to your unit or you don't know the answer, write N/A. Email photos / screenshots to support@aerl.com.au with the serial number as the subject.

**FOR AERL USE ONLY** — do not complete

RMA #:

In-warranty

Out-of-warranty

DOA  Credit

**1. Customer & Product**

Field	Details
Business / contact / phone / email	<input type="text"/>
Your return shipping address	<input type="text"/>
End-customer site (suburb, state, country)	<input type="text"/>
Product model · serial number(s) · firmware version (if applicable)	<input type="text"/>
Approx. purchase / install date · PO or invoice ref	<input type="text"/>
Today's date	<input type="text"/>

**2. Fault** · describe what the unit is or isn't doing — error codes, LED patterns, alarms

Field	Details
Date fault first observed	<input type="text"/>
Unit powers on?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Intermittent <input type="checkbox"/> Unknown
Comms working?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Intermittent <input type="checkbox"/> Unknown
Suspected category	<input type="checkbox"/> Hardware <input type="checkbox"/> Firmware <input type="checkbox"/> Mechanical <input type="checkbox"/> Comms <input type="checkbox"/> Unknown

**3. What Changed (last 6 months)**

- Firmware update     Wiring change     Equipment swap     Weather / grid event  
 Config change     Service visit     Nothing changed    **Detail:**

**4. Site Exposure**

- Indoor     Sheltered Outdoor     Outdoor    ·     Coastal     Dusty     Corrosive     Tropical     Altitude > 2000m

**5. Troubleshooting Attempted & Attachments** · power cycle, wiring, swap-test, user manual check — outcomes

**Attached:**  Unit photos     Install photos     AERL Link / cloud screenshots     Wiring diagram     Proof of purchase

**If unit is out of warranty, a \$100 service charge will be applied to cover initial diagnostics. Agree:**  Yes  No

**6. Product-Specific Block** — fill only the relevant one

**6a. Solar Controller / MPPT** (SRX, SRX-R, EG600, EG600-SC)

# PV strings x # of panels per string:  Panel model:

Battery chemistry / V / Ah-kWh:  Bank configuration:

Brand / model / age:  Loads description:

SRX-R rack serial number:

**Notes:**

**6b. Lithium Battery** (Life<sup>2</sup>, Kakadu)

Cabinet model:  # cabinets / total modules:

Managed  Self-managed    Returned:  module  cabinet

SOC at fault:     Breaker tripped:  yes  no  unknown

Alarm status:

Connected inverter / charger + comms:  CAN  RS485  None

**Notes:**

**6c. ICCP** (CPX-60, CoolPro)

# units in parallel:     Options:  Surge Buster  Ref Cell Control

Mode:  Continuous  Interrupted    Setpoints:  V,  A

Measured V/A at fault:     Protected structure:

Recent surge:  yes  no  unknown

**Notes:**

**6d. Monitoring** (Nexus, Battery-Sense)

Paired devices (model + S/N):

Comms used:  CAN  RS485  Ethernet  Wi-Fi  4G

Cloud reachable:  yes  no    Last seen approx.  days ago

**Notes:**