RETURN MATERIALS AUTHORISATION

AERL RMA Form

Before you begin. More detail means a faster resolution, and partial information beats a blank field: write **N/A** if a question doesn't apply or you don't know. In section 5, fill in only the block for your unit.

Returning the product. Email this form, with any photos / screenshots, to **support@aerl.com.au** (serial number as the subject). AERL replies with a Return Materials Authorisation (RMA) number: do not send a product without one. Then send the product, with its RMA number, to AERL, 1/75 Bluestone Circuit, Seventeen Mile Rocks QLD 4073, Australia.

AERL USE ONLY RMA #: _____ ☐ In-warranty ☐ Out-of-warranty ☐ DOA ☐ Credit

1 Customer & Product

Business / contact / phone / email	
Return shipping address	
Site (suburb, state, country)	
Model · serial number(s) · firmware	
Purchase / install date · PO or invoice	
Today's date	
Preferred resolution	☐ Repair ☐ Replace ☐ Credit ☐ Refund ☐ No preference

2 Fault *what the unit is or isn't doing: error codes, LED patterns, alarms*

Date fault first observed	
Unit powers on? · comms working?	☐ Yes ☐ No ☐ Intermittent
Suspected category	☐ Hardware ☐ Firmware ☐ Mechanical ☐ Comms ☐ 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 ☐ High humidity
☐ Altitude > 2000 m

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5 Product-Specific Block *fill only the relevant one*

5a Solar controller / EarthGuard SRX, SRX-R, EG-600, EG-600-SC

PV strings × panels _____ Panel model _____

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

Battery brand / model / age _____ Loads on bus _____

SRX-R rack serial number _____ Notes _____

5b Lithium battery LiFe², Kakadu

Cabinet model _____ # cabinets / total modules _____

☐ Managed ☐ Self-managed Returned: ☐ module ☐ cabinet

SOC at fault _____ Breaker tripped? ☐ yes ☐ no ☐ unknown

Alarmed? ☐ yes ☐ no ☐ unknown Comms: ☐ CAN ☐ RS485 ☐ None

Inverter / charger _____ Notes _____

5c ICCP CoolPro

units in parallel _____ Options: ☐ Surge Buster ☐ Ref Cell Control

Mode: ☐ Continuous ☐ Interrupted Setpoints _____ V, _____ A

Measured V/A at fault _____ Structure _____

Recent surge? ☐ yes ☐ no ☐ unknown Notes _____

5d Monitoring Nexus, Battery Sense

Paired devices (model + S/N) _____

Comms used: ☐ CAN ☐ RS485 ☐ Ethernet ☐ Wi-Fi ☐ 4G

Cloud reachable / last seen approx. _____ days ago

Notes _____

6 Troubleshooting & Attachments *what you tried, and the outcome*

Attached: ☐ Unit photos ☐ Install photos ☐ AERL Link / Cloud screenshots ☐ Wiring diagram ☐ Proof of purchase

Replacement needed before the faulty unit is returned? ☐ Yes ☐ No

Site urgency: ☐ Offline ☐ Degraded ☐ Spare on hand ☐ Non-urgent

If the unit is out of warranty, a $100 service charge applies to cover initial diagnostics. Agree: ☐ Yes ☐ No

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