



Date: \_\_\_\_\_

## Defective Material Report : LED Lighting

Products purchased through ETI SSL may be returned or replaced by following the steps listed below. Please refer to the Defect Terms & Conditions below.

Complete the entire <b>Defective Material Report</b> form.	Attach all necessary <b>images</b> related to product issues and select best case <b>defect code</b> from the drop down menus.	Return completed document to <b>rga@etissl.com</b> .	For more information contact customer service at <b>855-384-7754</b> .
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### Please fill out completely

**Step 1:**

Company/Distributor Name: \_\_\_\_\_ Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**For replacement products:**

Return Name: \_\_\_\_\_  
 Return Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Email: \_\_\_\_\_ Phone: \_\_\_\_\_

I am requesting (select one):      Replacement Product      Credit

**Step 2:**

Purchase Order #	Model/Part #	Date Code (Starts/Ends with letter: Ex. EXXXXXX XXE)	Qty	Date	Defect Code (drop down)

# Defective Material Report : Solid State Lighting

In the event that the product has malfunctioned after installation, please answer the following as detailed as possible:

## Quality team information:

Where was it installed and date? \_\_\_\_\_

How long did it take for the luminaire to malfunction? \_\_\_\_\_

Line Voltage: \_\_\_\_\_ Frequency: \_\_\_\_\_ Dimmer model used: \_\_\_\_\_

Average daily use (hrs): \_\_\_\_\_ Ambient Temp (°): \_\_\_\_\_ Humidity (%): \_\_\_\_\_

How many fixtures are installed on the same circuit? \_\_\_\_\_

Detail behavior of fixture (additional information): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Are all wiring connections correct?      Yes      No

Is fixture powered by a generator?      Yes      No

Are there any arcing marks on the fixture?      Yes      No

## Emergency Battery Backup (BBU) Operation:

Is the BBU built-in?      Yes      No      What is the BBU model# and date code? \_\_\_\_\_

How many BBUs installed on job site? \_\_\_\_\_      Is the charging indicator light ON with AC power applied?      Yes      No

What is the BBU housing color?      Red      Black      Is all the wiring connected, including grey & purple?      Yes      No

Did the BBU charge for 24 hours?      Yes      No      If using a 25W BBU, is the fixture more than 150W?      Yes      No

**Provide pictures of the fixture issues/malfunctions:**

