

Date: _____

Defective Material Report : Solid State 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 Defective Material Report form.	Attach all necessary images related to product issues and select best case defect code from the drop down menus.	Return completed document to rga@etissl.com .	For more information contact customer service at 855-384-7754 .
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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 (Ex. XXXX or XXXXE)	Qty	Date	Defect Code (drop down)

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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:

