



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 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 . |
|--|--|--|--|

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 XXXE) | Qty | Date | Defect Code (drop down) |
|------------------|--------------|--|-----|------|-------------------------|
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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: