



## **SUPPORT, WARRANTY, SPARE PARTS MANUAL**

**For all services, please contact us at 'customer support' on [encap.energy](http://encap.energy)**

August 28, 2023

### Version History

*Uploaded*      *September 28, 2023*

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## Definitions

<b>EPI</b>	ENERCAP POWER INDUSTRIES LLC in UAE.
<b>Business Partner or BP</b>	Our Resellers and Stockists who purchase directly from us against signed agreements/contracts.
<b>End Buyer</b>	The ultimate buyer of our products.
<b>Category 1,2,3 Parts</b>	Category 1,2 are named components/parts within our products Category 3 rest of the components/parts
<b>Product</b>	The end product purchased by a customer such as ENCAP 10kWh module
<b>Backup / Service Module</b>	Modules held in BP's inventory which can be provided as back-up to an End Buyer to minimize downtime, while the BP arranges repair/replacement of a faulty module.

## Important Note

If anything in this document contradicts the terms of our Limited Warranty or an agreement, then the terms of the Warranty or the relevant agreement, as the case may be, will apply.

## Finding Information

### Spare Parts Price List

Please contact us to get the latest price list. Please note we reserve the right to change prices without giving notice.

### Warrant Card and Related Forms

These can be downloaded from [encap.energy](http://encap.energy) website under DOWNLOADS.

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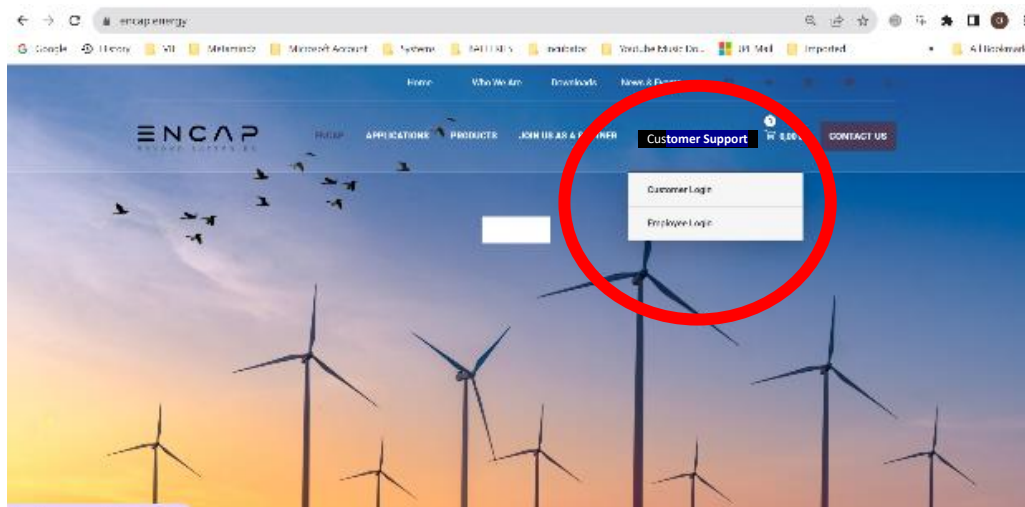
**FOR ALL OTHER CASES, PLEASE CONTACT US AT ENCAP.ENERGY/SUPPORT**

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## SUPPORT

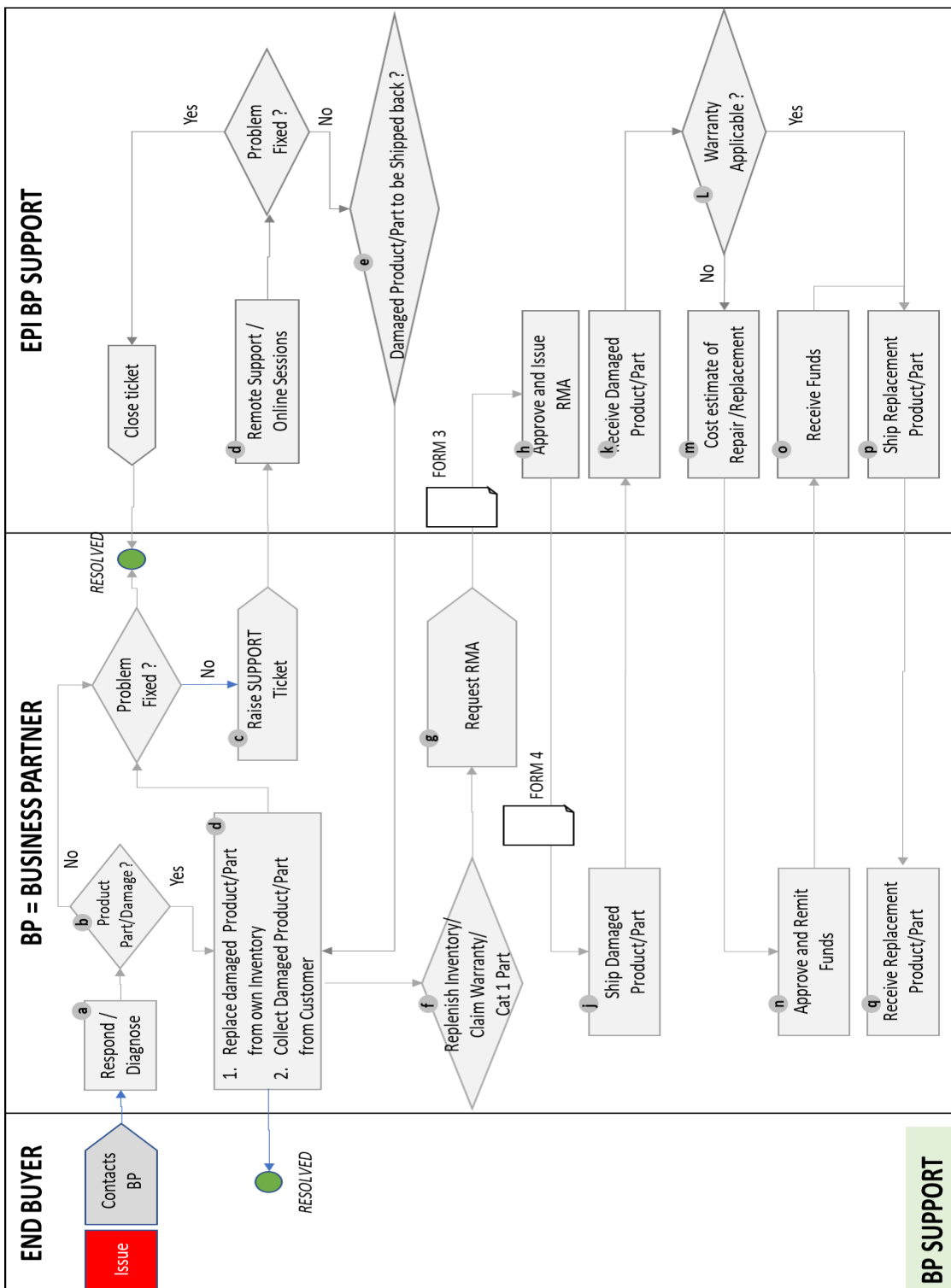
### 1. Support Fundamentals

	SIRIUS GEN 1,2	SIRIUS GEN 3,4,5	ENCAP 10kWh
<b>Who gets support</b>	Discontinued and no longer supported. Please see section on Discontinued Products in this manual	BP registered email addresses	
<b>How to get support</b>		<ul style="list-style-type: none"> <li>▪ Support is available under Customer Support menu on encap.energy website. See pic below</li> <li>▪ Only the above designated/named persons will be able to use the system with pre-registered accounts</li> </ul>	
<b>Support hours</b>		<ul style="list-style-type: none"> <li>• 24 hours</li> </ul>	
<b>Expectation from business partners</b>		<ul style="list-style-type: none"> <li>• Provide first contact support and should have adequate systems for doing so</li> <li>• Designate qualified and trained technicians</li> <li>• Keep adequate stock of spares</li> </ul>	
<b>Som examples of situations to avoid under which support may be delayed or suspended (not comprehensive list)</b>		<ul style="list-style-type: none"> <li>• A non-designated person seeks support</li> <li>• You have not shipped back Category 1 Parts. See Spare Parts Policy</li> <li>• Support is sought outside our working hours</li> <li>• Support is sought on other forums like Whatsapp etc.</li> </ul>	

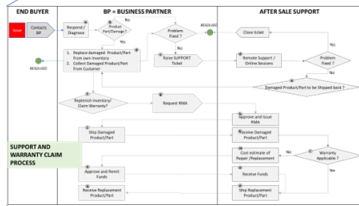


## 2. Support Process

Key support processes and sequences are illustrated below. Further explanations are on next page



Brief explanations of each step/process are given below



a	Provide First Level support and try to resolve the customer issue
b, e	BP or SUPPORT determine Part/Product is damaged
c	If the problem is not fixed, BP's Designated Support Technician should raise a ticket
d	BP replaces the damaged Part/Product from own inventory; collects the damaged Part/Product
f	Please note Category 1 PARTS must be shipped back to us under all circumstances
g	Seek RMA or Return Material Authorization before sending any material back to us – FORM 3
h	We must explicitly approve an RMA/FORM 3. Otherwise, we are not liable to clear any materials
j	Get FORM 4 approval before shipping. Shipping cost is borne by BP
k	EPI receives material sent by BP
L	EPI will investigate the cause for damage and assess warranty applicability
m	EPI will provide cost of repair/replacement if warranty is not applicable
n	BP will approve the estimate and remit the funds to EPI
O	EPI will confirm receipt of funds
p,q	EPI ships repaired/replacement PARTS or PRODUCT and BP acknowledges receipt

## RESELLER PDI (PRE-DELIVERY INSPECTION) PLAN

Version 1.0

ENCAP 10kWh

### 3. Equipment Required

- Multi-meter
- Clamp Meter
- Charger - Constant current charger that supports charging from 44V to 60V.
- Discharger - Constant current discharger that Supports discharging from 60V to 44V.
- ENCAP Manuals – Read/download at [encap.energy/downloads](http://encap.energy/downloads).
- ENCONNECT software – Download and install from [encap.energy/downloads](http://encap.energy/downloads).

### 4. Before The Test

1. Connect the Module to Internet using Wifi-DIR, select Online Monitoring from the Configuration Menu, Update Firmware, and Turn On Terminal Safety. See ENCAP Manuals.
2. Check Module Dashboard. Stop testing the Module, and contact us if
  - Any cell is below 2.7V or more than 3.8V
  - Terminal Current displays a non-zero reading without load (charger/discharger)
  - Anything else that looks suspicious or different from what you would expect
3. Install ENCONNECT SOFTWARE on your laptop for desktop monitoring of your ENCAP module.
4. Reconfigure Real Time Clock with ENCONNECT

### 5. Calibration Checks During Test

1. Through the Test, keep checking for calibration of Voltage and Current readings against, respectively, the Multi-meter and Clamp Meter.
2. Variations below are considered acceptable
  - Voltage -> +/- 0.5V
  - Current -> +/- 2A

## 6. 3-CYCLE Test

- 1 Connect cables.
- 2 Turn OFF Terminal Safety.
- 3 Charge to 100% SOC at 0.5C and Discharge to 44V. Check calibration during both cycles.
- 4 Charge to 100% SOC and discharge to 1% SOC at 0.5C. Charge/Discharge energy should be near the rated specifications. Check calibration during both cycles.
- 5 Charge to 100% SOC and discharge to 1% SOC at 1C. Charge/Discharge energy should be near the rated specifications. Check calibration during both cycles.

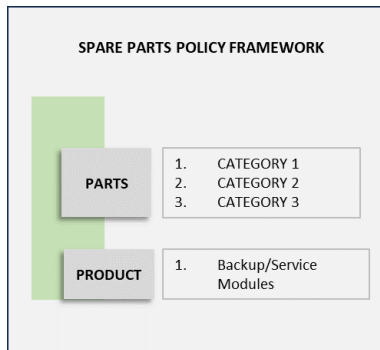
## 7. After the Test

- 6 Charge to 70% SOC (for storage).
- 7 Turn ON Terminal Safety.
- 8 Disconnect cables.
1. Using your browser, connect your laptop to the Module at the Module's IP address which is available under INFO in the Module's main menu
2. Download and store SD Card data on your laptop. This may be needed if you wish to contact us regarding this test/results.



## SPARE PARTS

### 8. Framework



Our Spare Parts Policy framework is shown here.

- We divide SPARE PARTS between spares comprising PARTS and PRODUCT.
- PARTS are categorized further under Category 1,2, and 3 parts. Please refer to Definitions for more clarity.

### 9. Spare Parts Policy

#### Guiding Principles

1. The guiding principle of this policy is to minimize End Buyer downtime with prompt responses to queries and repair/replacement of Parts or Product.
1. To achieve this goal, a BP should
  - 1.1. have trained technicians who can provide immediate support and resolve issues
  - 1.2. keep adequate stock of Parts and Products
  - 1.3. where required, promptly replace a damaged Part or Product while working with us to repair/replace the damaged Part or Product and, if applicable, associated Warranty claim
2. Failure by BP to maintain adequate inventory levels will entitle us to delay or withhold support.

### 10. Spare Parts Prices

1. Please contact us for the latest Spare Parts price list. Please note we reserve the right to change prices at any time. For material price changes, we will endeavor to give 30 days' notice.

### 11. Category 1 Spare Parts

1. A faulty/damaged CATEGORY 1 part must always be shipped back to us. This holds even if the BP is not claiming warranty on the faulty Category 1 part.
2. Until a faulty/damaged CATEGORY 1 PART has been received by us:
  - 2.1. We will NOT ship a replacement CATEGORY 1 part
  - 2.2. We may delay or deny further sales/repair/replacement of any PARTS or PRODUCTS
  - 2.3. We may charge 3x the list price of any products purchased from us
  - 2.4. We may delay or suspend support requests until issues have been resolved

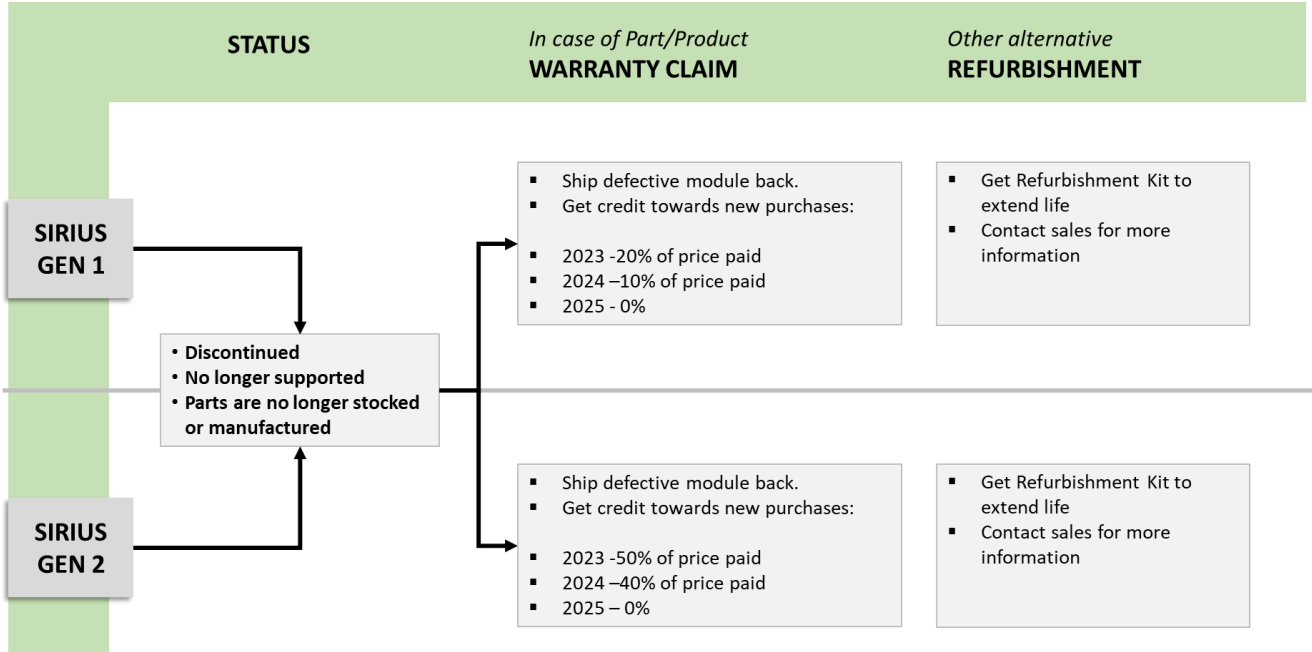
## 12. Minimum Spare Parts Purchase Recommendations

1. The graphic below is our recommended spare PARTS/PRODUCT purchases.
2. We have made recommendation for CATEGORY 1,2 parts. The rest of the PARTS are considered CATEGORY 3 for which we have not provided any specific recommendation.
3. We highly recommend keeping inventory of PRODUCT as service/backup modules that can be given to a customer in case a whole module is required to be repaired/replaced. Sometimes, you may experience repeated issues in a module, and it may be more advisable to bring that module in your repair facility and provide your customer a backup/service module until you have fixed the issue.

		Percentage of Modules Installed	Percentage of Order Value
		Please note the difference	
		SIRIUS GEN 3,4,5	ENCAP 10kWh EN-10k-48-1C-X-X-X-X-2V0-GEN1
PARTS	CATEGORY 1	1. Main Board 2. Top Board 3. Fusible Board	0.5%
	CATEGORY 2	1. SSR..... 2. WiFi Card 3. Relay Board 4. LCD 5. PCB Connector Board 6. MCB/Actuator	1%  0.5%
	CATEGORY 3	1. Rest	
PRODUCT	Backup/ Service Modules	1. Modules	5.0%  2.0%

### 13. Discontinued Products

Two of our early generation products, SIRIUS GEN 1,2, are discontinued. Please see guidelines related to these two products.



## WARRANTY

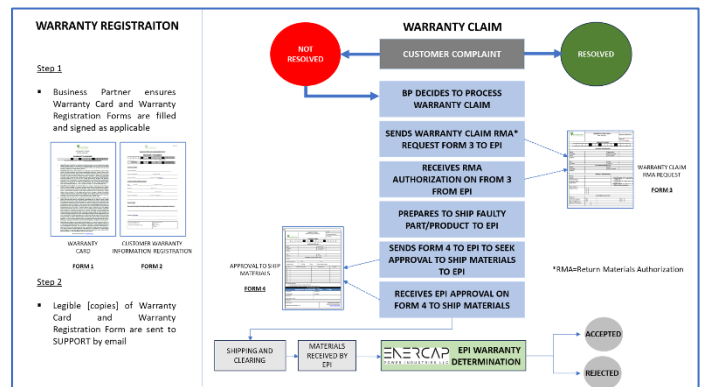
### 14. Limited Warranty

ENERCAP offers a Limited Warranty. The document is referred to as WARRANTY CARD or FORM 1 and shown in Appendix 1 for ENCAP product line. The warranty will be different for other product lines.

### 15. Warranty Program

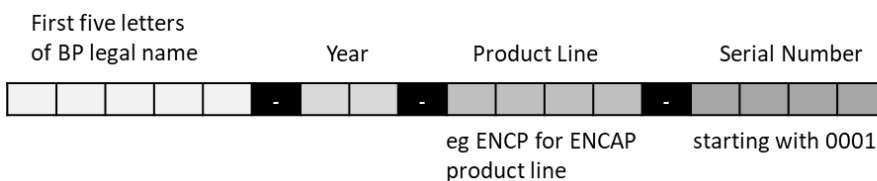
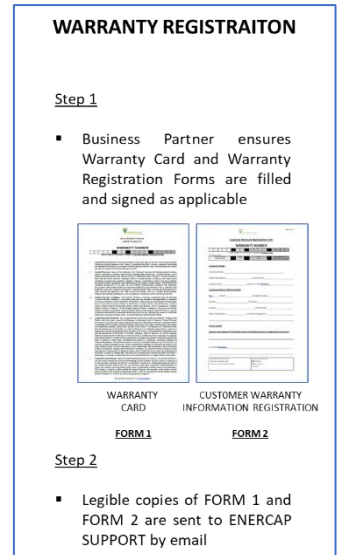
The ENERCAP WARRANTY PROGRAMS has two aspects

1. Warranty Registration
2. Warranty Claim



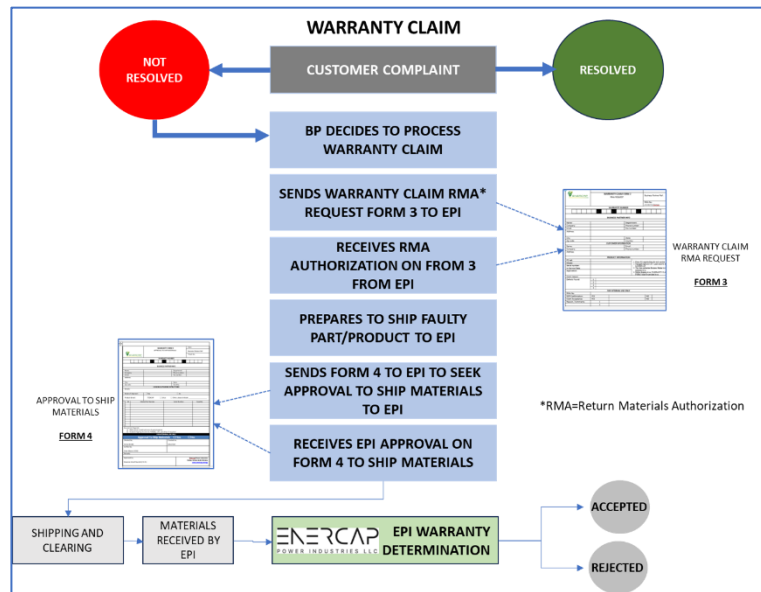
### 16. Warranty Registration

1. Warranty Registration requires filing of two forms with ENERCAP. The BP is responsible for getting these forms correctly filled by END BUYER for sending us electronic copies by email.
2. The two forms are
  - 2.1. WARRANTY CARD or FORM 1 – please see Appendix 1
  - 2.2. CUSTOMER WARRANTY REGISTRATION INFORMATION or FORM 2 - please see Appendix 2
3. The BP ensures that these two documents have been correctly filled and sends copies to ENERCAP to complete registration of END BUYER warranty.
4. The Warranty Number is a unique identifier and has the following format



## 17. Warranty Claim

1. Claiming warranty is part of the CUSTOMER SUPPORT process which is described separately in this document. For a fuller understanding of our Warranty related process, it is important that you have also reviewed the BP SUPPORT section.
2. Claiming warranty is a multi-step process and starts with the BP lodging a warranty claim and, following authorization to ship, shipping faulty materials to us for warranty claim assessment.
3. The graphic on the right provides details of each step outlined above and introduces two other forms – FORMS 3,4 – which are needed to complete the documentation and obtain relevant authorizations.



4. Form 3 and Form 4 are provided, respectively, in Appendix 3 and 4.
5. In some cases, we may be able to accept a warranty claim before receiving the faulty materials. In other cases, we will seek return of faulty materials so we can inspect the fault and determine applicability of the Limited Warranty.
6. Please note BP are required to receive our approval on FORM 3 before any materials can be shipped to us and, at the actual time of shipping, must obtain our authorization to ship on FORM 4. The two approvals are distinct because actual shipping may be after considerable time delay, and we need to be notified with sufficient details to ensure goods can be cleared.
7. Shipping of any materials without our authorization on FORM 3 or 4 can delay clearance of goods and the BP will be responsible for any costs/damages.
8. Please note BP bears the cost of shipping when sending materials to us as well as any costs related to clearance of goods.

## Appendix 1 – FORM 1

### WARRANTY CARD - WARRANTY FORM 1

ENCAP ENERGY STORAGE

LIMITED WARRANTY

## WARRANTY NUMBER

									E	N	C	P					
--	--	--	--	--	--	--	--	--	---	---	---	---	--	--	--	--	--

**MUST BE SAME AS THE WARRANTY NUMBER ON CUSTOMER WARRANTY INFORMATION REGISTRATION FORM 2**

1. **Limited Warranty Period.** The Limited Warranty Period shall begin on the date when the Encap Energy Storage described in Annexure A (the "Product") is installed at the Buyer's location, connected to the Internet and registered with Enercap, in accordance with the applicable delivery terms, and shall extend for a period described in Annexure B ("Limited Warranty Period").
2. **Limited Warranty.** Enercap Power Industries LLC ("Enercap") provides the following limited warranty, subject to the express conditions and exclusions contained herein (collectively, "Limited Warranty") on all Products purchased directly from Enercap or from its authorized reseller ("Reseller"). Enercap warrants to Buyer that the Product delivered hereunder, which is a standard product of Enercap, will, under normal installation, use and service conditions, conform to Enercap's specification in effect at the time of delivery and be free of defects in materials and workmanship for the Limited Warranty Period. THE FOREGOING LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY IMPLIED WARRANTY ARISING FROM THE COURSE OF PERFORMANCE, THE COURSE OF DEALING, OR THE USAGE OF TRADE, AND ALL OTHER WARRANTIES, WHICH ARE HEREBY EXPRESSLY DISCLAIMED AND DISCLAIMED BY ENERCAP AND WAIVED BY BUYER.
  - 2.1. **Limited Warranty Conditions.** This Limited Warranty is expressed upon the following ("Limited Warranty Conditions"): (a) warranty claims may only be made by the Buyer, as named in the invoice or purchase order for the Product, (b) the Buyer notifies the Reseller in writing within seven (7) days after discovery of failure by the Product to comply with the Limited Warranty; (c) Buyer obtains a Return Material Authorization (RMA) number from Enercap and returns any allegedly defective Product to Enercap; (d) the allegedly defective Product is returned to Enercap or the Reseller suitably packaged, transportation charges prepaid by Buyer; (e) the allegedly defective Product is received by Enercap or the Reseller for adjustment no later than 30 days following the issuance of valid RMA instructions, and (f) any warranty claims are made within the Limited Warranty Period.
  - 2.2. **Limited Warranty Exclusions.** This Limited Warranty specifically excludes any failure by or defects of the Product which have been caused by the Buyer, as determined solely by Enercap ("Limited Warranty Exclusions"): (a) misuse, abuse, neglect, improper installation or application, installation of damaged Product (b) including, but not limited to, over-current, short-circuit, over-charge, over-discharge, over-current, over-temperature, operation outside limits specified in the Product's documentation (as determined solely from the Product's documentation or solely by Enercap or its authorized representative), exposure to environmental conditions outside operating temperatures specified in the Product's documentation (as determined solely from the Product's documentation or solely by Enercap or its authorized representative), acts of God, improper use or interaction with other units or electrical circuits, or malfunction of any components or accessories connected to the Product; (c) failure to follow instructions or warnings on the Product or application sheets or manuals or safety sheets, including but not limited to, specifically, connecting, wiring, and cabling methodologies; (d) unauthorized repair or alteration, including, breaking the seal of the Product; (e) collision, accident or negligence in use, storage, transportation or handling occurring after the transfer of title of the Product to Buyer; or (f) any other harm to or loss of the Product after the transfer of title of the Product to Buyer, including, for example, theft of the Product. In addition, this Limited Warranty excludes (a) normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance of the Product; (b) noise or vibration that is not excessive or uncharacteristic and does not impact the Product's performance; (c) damage or deterioration that occurs after the expiration or voiding of the warranty period.
3. **Limited Warranty Remedy.** Subject to Limited Warranty Exclusions in 2.2, Enercap's sole liability and Buyer's sole

For illustrative purposes only

and exclusive remedy for a breach of the foregoing Limited Warranty shall be as follows. If Enercap, in its sole discretion, determines the Product to be defective in materials or workmanship under the terms of this Limited Warranty, Enercap will, at its sole discretion, either repair (using new or refurbished parts) or replace your Product with an equivalent product (new or refurbished) of similar function and performance. If the Product is repaired or replaced under this Limited Warranty, the remainder of the original warranty period will apply to the repaired or replacement product. Under no circumstances will the original warranty period be extended as a result of the Product being repaired or replaced.

4. In the event that a replacement product is not available, Enercap may offer, at its option, credit equivalent to the remaining depreciated value of the Product to be applied to the purchase of a new product. The remaining depreciated value of the Product is determined by:  
Residual value = (Purchase Price / Limited Warranty Period applicable in months) x (Limited Warranty Period applicable in months – month since first installation), where Purchase Price is defined by the price paid, in local currency, by the Reseller to Enercap.
5. **Non-transferability.** This Limited Warranty is non-transferable and extends only to the original Buyer and not to any subsequent purchaser or owner of the Product. If any one or more of the above Limited Warranty Conditions is not satisfied or the Buyer has been subjected to any of the scenarios within the Limited Warranty Exclusions, Enercap shall have no liability under this Limited Warranty whatsoever. All claims by Buyer for damages not to the Product itself, such as, but not limited to, loss of use, loss of orders, loss of profits, claims for consequential or indirect or consequential damages, irrespective of the legal basis for such claims, are excluded. NO EMPLOYEE OR REPRESENTATIVE OF ENERCAP OR RESELLER IS AUTHORIZED TO MODIFY THIS LIMITED WARRANTY FOR ANY PRODUCT EXCEPT VIA A FORMAL WRITTEN AMENDMENT APPROVED BY ENERCAP.
6. **Returns.** Buyer may return only a Product that fails to conform to the Limited Warranty set forth above in the event that, in the sole discretion of Enercap, a repair or replacement is not possible or viable and Buyer has obtained a Return Material Authorization (RMA) number from Enercap or the Reseller prior to returning any allegedly defective Product to the Reseller; All other returns if accepted shall be subject to Reseller and Enercap's standard return policy and restocking fee.
7. **Software.** Any software that is sold to or provided for use in a Product is not sold, but rather is licensed solely for use in that Product, and is subject to a separate end-user license agreement ("EULA"), a copy of which was provided with the Product. The terms and conditions of the EULA are required to be accepted by Buyer in connection with the purchase of the Product. Buyer's failure to accept the terms and conditions of the EULA voids this Limited Warranty in its entirety.
8. **Connection to the Internet.** By installing the Product and connecting it to the Internet, the Buyer acknowledges that Enercap may monitor the use and condition of the product and, from time to time, update the Product through remote upgrades to software and firmware of the Product., without further notice to the Buyer. The Product must be connected to the Internet for at least 60 per cent of the time. If the Product is not connected to the Internet for at least 60 per cent of the time between start of this Limited Warranty and the first warranty claim under this Limited Warranty, or between any two subsequent warranty claims, this Limited Warranty is voided and Enercap shall have no liability under this Limited Warranty whatsoever. The Buyer acknowledges that monitoring condition and installation of remote upgrades are essential for the Limited Warranty and that remote upgrades may interrupt the operation of the Product for a limited period. In some instances (e.g., if the internet is temporarily down or not available), Enercap may require physical access to Product's storage device on which data logs are stored. This data must be made available to process any warranty claims. If this data is not made available, Enercap reserves the right to reject any and all warranty claims. Further, if there is a critical need to update hardware/firmware/software on any component for any reason, access must be provided within a reasonable time to update locally.
9. **Limited Liability.** SUBJECT TO ANY LIMITATIONS UNDER APPLICABLE LAW, ENERCAP WILL HAVE NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR DAMAGE OR INJURY TO PERSONS OR PROPERTY OR FOR OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE WHATSOEVER ARISING OUT OF OR RELATED TO THE PRODUCT UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY. UNDER NO CIRCUMSTANCES SHALL ENERCAP BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, HOWSOEVER CAUSED. ENERCAP'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY BUYER FOR THE PRODUCT WHICH GAVE RISE TO THE CLAIM. BUYER FURTHER ACKNOWLEDGES THAT THE PRICING AND TERMS OF THE PRODUCT WOULD HAVE

For illustrative purposes only

BEEN DIFFERENT IF THERE HAD BEEN A DIFFERENT ALLOCATION OF RISK.

10. **High Risk Activities Indemnity.** The Product is not designed, manufactured, or intended for use in hazardous environments requiring fail-safe performance where the failure of the Product could lead to death, personal injury, or significant physical or environmental damage (“High Risk Activities”). Use of the Product in High Risk Activities is expressly not authorized, and Buyer shall hold harmless, Enercap and its affiliates and Enercap’s directors, employees, and shareholders from any liability, damages, costs and expenses (including, without limitation, the costs of attorneys and other professionals) arising from or relating to Buyer’s use of the Product in High Risk Activities or any use of the Product by any third party obtaining use or exposure to the Product through its connection with High Risk Activities.

For illustrative purposes only



**ANNEXURE A**

Encap model number:

Encap Module Serial numbers:



Appendix 2- FORM 2  
**WARRANTY FORM 2**

Customer Warranty Information Registration

**WARRANTY NUMBER**

					-			-					-				
--	--	--	--	--	---	--	--	---	--	--	--	--	---	--	--	--	--

MUST BE SAME AS THE WARRANTY NUMBER ON WARRANTY CARD

Example illustration

FIRST FIVE LETTERS OF YOUR LEGAL NAME	-	YEAR XX	-	PRODUCT LINE eg ENCP for ENCAP product line	-	SERIAL NUMBERING FOUR DIGITS, STARTING WITH 0001
------------------------------------------	---	------------	---	------------------------------------------------	---	-----------------------------------------------------

**Customers Details**

Customer Name: \_\_\_\_\_

Date of installation: \_\_\_\_\_ Customer Telephone: \_\_\_\_\_

Customer Cell: \_\_\_\_\_ Customer E-Mail: \_\_\_\_\_

**Customers Address Where installed:**

No: \_\_\_\_\_ Street: \_\_\_\_\_ Complex/ Estate: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post Office: \_\_\_\_\_

Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Date of installation: \_\_\_\_\_ Customer's Signature: \_\_\_\_\_

For illustrative purposes only

**System Details**

**Summary Description of Installation [attach installation pictures in Appendix of this form]:**

Inverter(s) installed: \_\_\_\_\_

\_\_\_\_\_

Total kWh installed at site: _____	<input type="checkbox"/> Applicable Box
#Modules installed at site: _____	<input type="checkbox"/> Domestic
Capacity of each installed Module: _____	<input type="checkbox"/> Commercial
	Specify Industry _____

**For illustrative purposes only**

List the Module Serial Number \_\_\_\_\_ (one per line; add more rows if required)

Module Serial Number \_\_\_\_\_

Module Serial \_\_\_\_\_

Module Serial Number: \_\_\_\_\_

Module Serial Number: \_\_\_\_\_

Module Serial Number: \_\_\_\_\_

---

**Installers address details:**

Installers Name & Surname of Installer: \_\_\_\_\_

Installers Company name: \_\_\_\_\_

Installers address: No: \_\_\_\_\_ Street: \_\_\_\_\_ Complex/ Estate:

\_\_\_\_\_ Suburb: \_\_\_\_\_ Province:

\_\_\_\_\_ Country: \_\_\_\_\_ Code \_\_\_\_\_


Installers signature: \_\_\_\_\_ Installation date: \_\_\_\_\_

NB: Please note, only after this Warranty Registration Form and Warranty Card are correctly filled and returned to us will the Warranty be active and valid.

**APPENDIX**

**INSTALLATION PICTURES**

Appendix 3 – FORM 3

	<b>WARRANTY FORM 3</b> <b>WARRANTY CLAIM RMA REQUEST</b>		Date:
			Business Partner Ref:
			Ticket No.
WARRANTY NUMBER			
BUSINESS PARTNER INFO			
Name:			
Company:			
Email:			
Address:			
City:			
Zip code:			
CUSTOMER INFORMATION		Country:	
Name:			Email:
Company:			Phone number:
Address:			
ADDITIONAL INFORMATION			
PO ref:			1. Please fill separate form for each module 2. Damaged/replaced CAT 1 parts must be shipped to ENERCAP. 3. The signed form authorizes Business Partner to return materials to us. 4. Before shipping to us, WARRANTY FORM 3 must be provided to us
Model:			
Serial number:			
In-Service Date:			
Application:			
Claim reason:			
Defects Found:	1		
	2		
	3		
	4		
FOR INTERNAL USE ONLY			
RMA/Ticket No			
NCR Confirmation:	YES	NO	
Claim Acceptance: (Circle one)	YES	FAULTY PARTS NEED TO BE INSPECTED FIRST	
Reason / Comments:	1		
	2		
	3		
Cost Centre:			
QC (Name/Sign):			
Approved by (Name/Sign):			Reviewed By (Name/Sign):
		<b>ENERCAP Power Industries</b> <b>Dubai, United Arab Emirates</b> <a href="http://www.enercap.energy">www.enercap.energy</a>	

For illustrative purposes only

