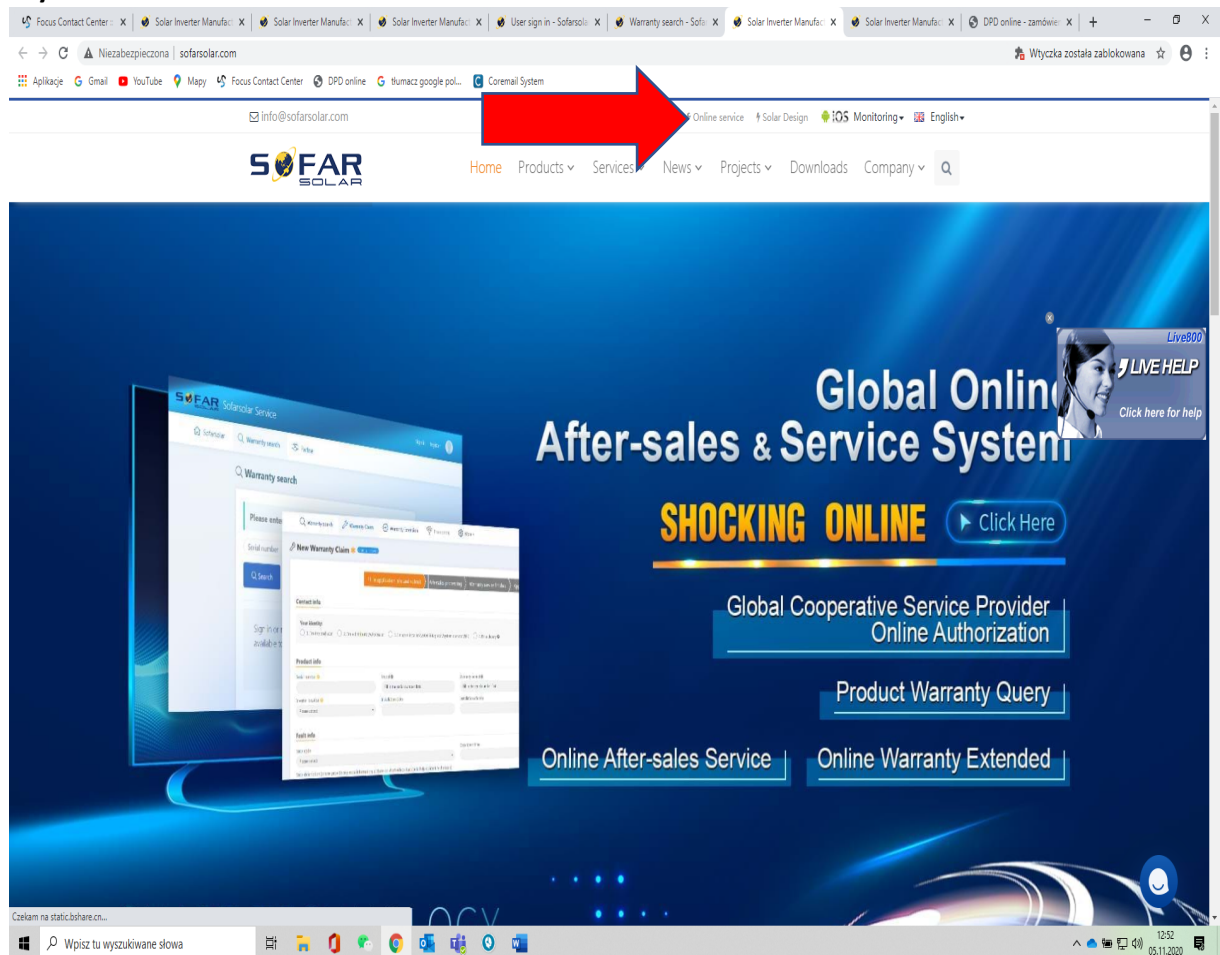


REJESTRACJA ZGŁOSZENIA SERWISOWEGO

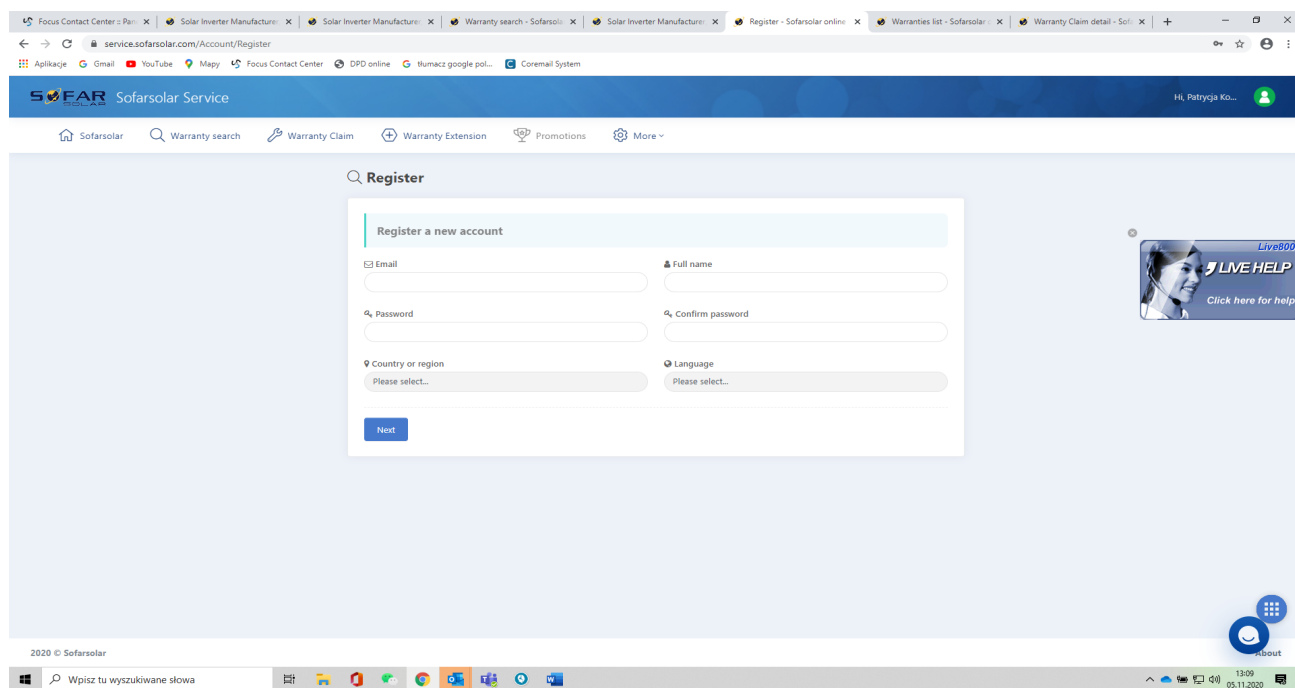
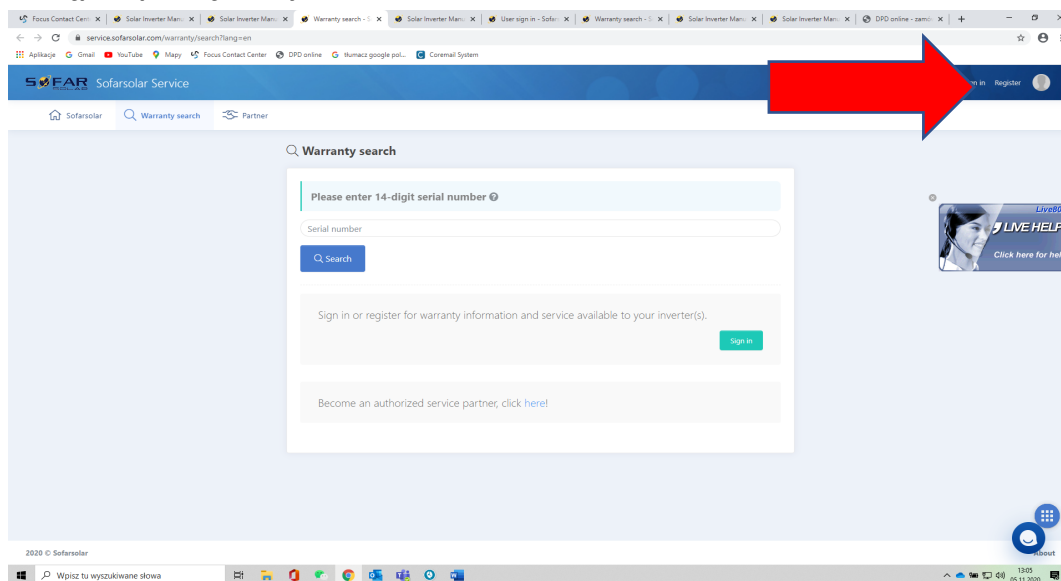
1. Logowanie na stronę <http://www.sofarsolar.com/>

2. Wybranie zakładki service online



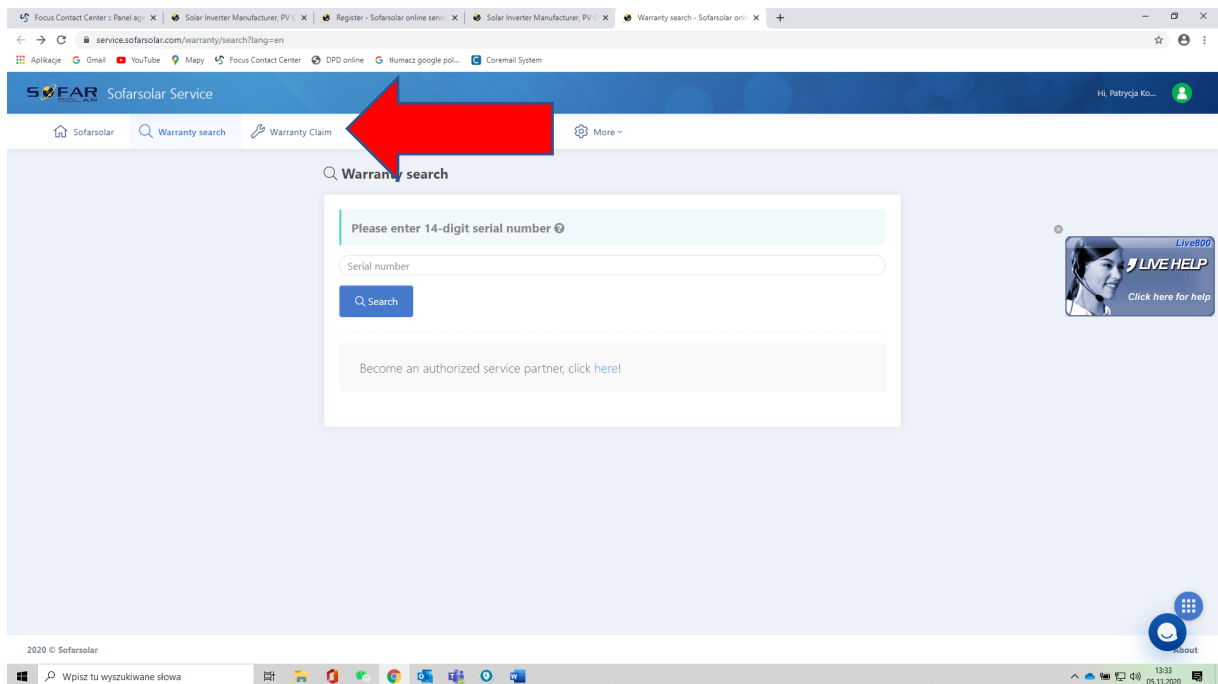
The screenshot shows the Sofarsolar website interface. The browser's address bar displays 'sofarsolar.com'. The navigation menu includes 'Home', 'Products', 'Services', 'News', 'Projects', 'Downloads', and 'Company'. A red arrow points to the 'Services' menu item. Below the navigation bar, the main banner features the text 'Global Online After-sales & Service System' and 'SHOCKING ONLINE' with a 'Click Here' button. A 'LIVE HELP' chat window is visible in the top right corner. The bottom of the page shows a Windows taskbar with the search bar and system tray.

3. Następnie proszę założyć konto.



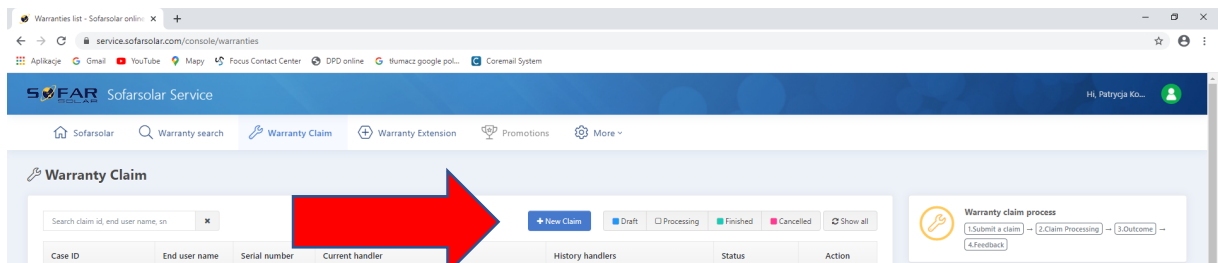
4. Po wprowadzeniu danych należy potwierdzić konto, wchodząc na maila wpisanego podczas rejestracji.

5. Proszę wybrać WARRANTY CLAIM



The screenshot shows the Sofarsolar Service website. The top navigation bar includes 'Sofarsolar', 'Warranty search', and 'Warranty Claim'. A red arrow points to the 'Warranty Claim' menu item. Below the navigation bar, there is a search box with the text 'Please enter 14-digit serial number' and a 'Search' button. A 'LIVE HELP' chat window is visible on the right side. The footer shows '2020 © Sofarsolar' and a search bar with the text 'Wpisz tu wyszukiwane słowa'.

6. Następnie proszę wybrać NEW CLAIM-nowe zgłoszenie



The screenshot shows the Sofarsolar Service website's 'Warranty Claim' management interface. The top navigation bar includes 'Sofarsolar', 'Warranty search', 'Warranty Claim', 'Warranty Extension', 'Promotions', and 'More'. A red arrow points to the '+ New Claim' button. Below the navigation bar, there is a search box with the text 'Search claim id, end user name, sn'. A table with columns 'Case ID', 'End user name', 'Serial number', 'Current handler', 'History handlers', 'Status', and 'Action' is visible. A 'Warranty claim process' flowchart is shown on the right side, with steps: 1. Submit a claim, 2. Claim Processing, 3. Outcome, 4. Feedback.

7. JEŚLI ZGŁOSZENIE GENEROWANE JEST Z POZYCJI INSTALATORA PROSZĘ WYBRAĆ 3.

The screenshot shows a web browser window with the URL `service.sofarsolar.com/console/WR?m=0`. The page has a navigation bar with the following steps: **Fill in application info and submit** (highlighted in orange), Aftersales processing, Warranty service finished, and Applicant rated. Below the navigation bar is a "Return to List" button. The main form is divided into several sections:

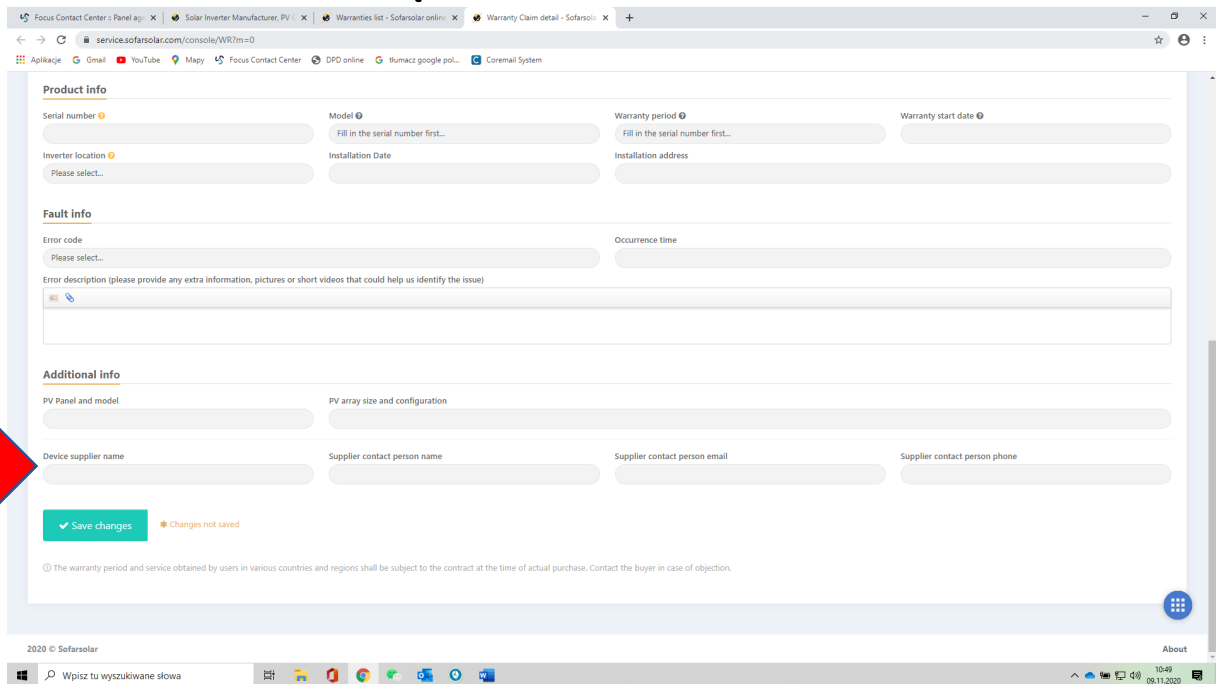
- Contact info:** "Your identity:" section with radio buttons for "1. I'm the end user", "2. I'm a distributor/wholesaler", "3. I'm a/an installer/system integrator/system operator/EPC" (selected), and "4. I'm a deputy". A large red arrow points to the "3. I'm a/an installer/system integrator/system operator/EPC" option.
- Product info:** Fields for Serial number, Model, Warranty period, and Warranty start date (all with "Fill in the serial number first..." placeholder). Fields for Inverter location, Installation Date, and Installation address.
- Fault info:** Fields for Error code, Occurrence time, and Error description (with a note to provide extra information, pictures, or short videos).
- Additional info:** Fields for PV Panel and model, PV array size and configuration, Device supplier name, Supplier contact person name, Supplier contact person email, and Supplier contact person phone.

8. JEŚLI ZGŁOSZENIE GENEROWANE JEST Z POZYCJI KLIENTA KOŃCOWEGO PROSZĘ WYBRAĆ 1

The screenshot shows the same web browser window and URL as above. The navigation bar is identical. The "Return to List" button is present. The main form sections are:

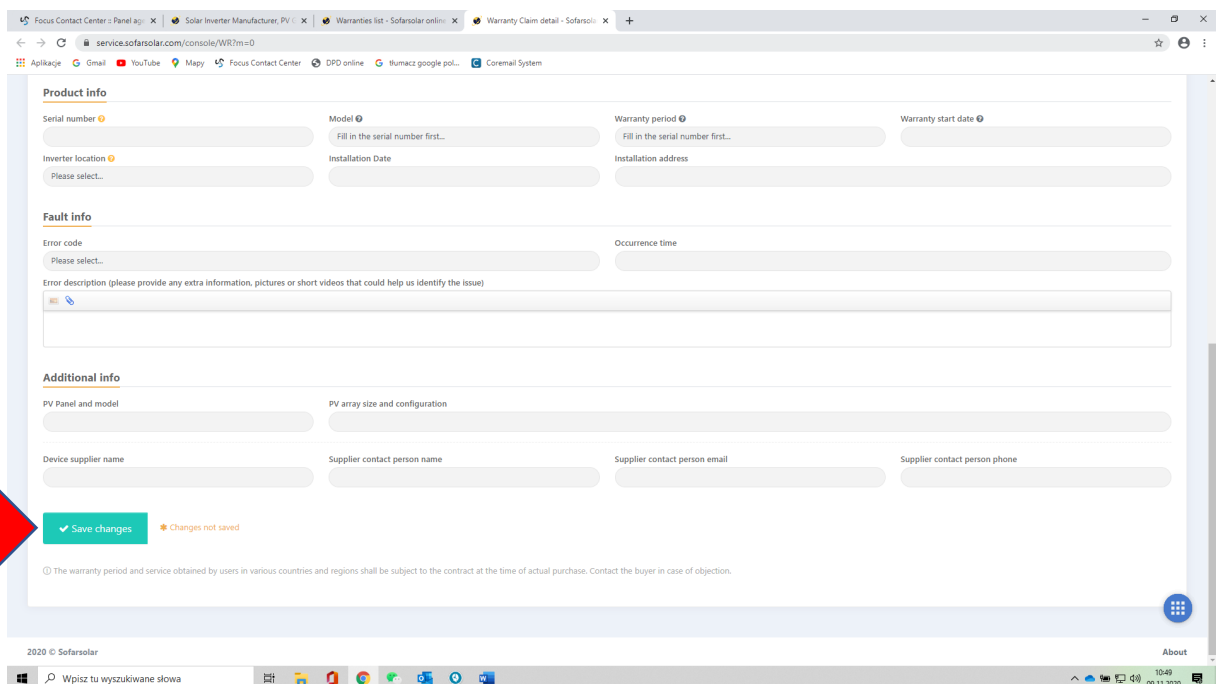
- Contact info:** "Your identity:" section with radio buttons for "1. I'm the end user" (selected), "2. I'm a distributor/wholesaler", "3. I'm a/an installer/system integrator/system operator/EPC", and "4. I'm a deputy". A large red arrow points to the "1. I'm the end user" option.
- Product info:** Fields for Serial number, Model, Warranty period, and Warranty start date (all with "Fill in the serial number first..." placeholder). Fields for Inverter location, Installation Date, and Installation address.
- Fault info:** Fields for Error code, Occurrence time, and Error description (with a note to provide extra information, pictures, or short videos).
- Additional info:** Fields for PV Panel and model, PV array size and configuration, Device supplier name, Supplier contact person name, Supplier contact person email, and Supplier contact person phone.

9. PODCZAS UZUPEŁNIANIA NALEŻY ZWRÓCIĆ UWAGĘ NA INFORMACJĘ O DOSTAWCY USZKODZONEGO FALOWNIKA I JĄ WPISAĆ.



The screenshot shows a web browser window with the URL `service.sofarsolar.com/console/WR?m=0`. The page contains a form with several sections: **Product info**, **Fault info**, and **Additional info**. The **Product info** section includes fields for Serial number, Model, Warranty period, Warranty start date, Inverter location, Installation Date, and Installation address. The **Fault info** section includes Error code, Occurrence time, and an Error description field. The **Additional info** section includes fields for PV Panel and model, PV array size and configuration, Device supplier name, Supplier contact person name, Supplier contact person email, and Supplier contact person phone. A red arrow points to the 'Device supplier name' field. At the bottom of the form, there is a 'Save changes' button with a checkmark and a 'Changes not saved' button with a star icon. Below the buttons, there is a small disclaimer: 'The warranty period and service obtained by users in various countries and regions shall be subject to the contract at the time of actual purchase. Contact the buyer in case of objection.'

10. PO UZUPEŁNIENIU WSZYSTKICH DANYCH NALEŻY ZATWIERDZIĆ ZGŁOSZENIE - SAVE CHANGES



This screenshot is identical to the previous one, showing the same warranty claim form. A red arrow now points to the 'Save changes' button, which is highlighted in green and has a checkmark icon. The 'Changes not saved' button is still present. The rest of the form and the disclaimer remain the same.

11. PO ZATWIERDZENIU ZGŁOSZENIA POJAWI SIĘ RUBRYKA „ ADDITIONAL MESSAGE”.

Są to dodatkowe informacje odnośnie zgłoszenia jeśli takie istnieją , jest to miejsce na wpisanie ich.

UWAGA:

Jeśli podczas uzupełniania zgłoszenia nie posiadają Państwo niektórych informacji, proszę wprowadzić w rubrykę liczbę 1.

