

Customer Complaint Investigation Report

客户投诉处理报告

No.:

Customer Name 客户名称		Order No. 订单号		Claim Means 投诉方式	
Product Name 产品名称		Specification 规格型号		Claim Date 投诉日期	
Shipment Quantity 出货数量		Number of Defects 不良数		Accept Date 受理日期	
Shipment Date 出货日期		Series Number 序列号		Report by 受理人	
Installation Date 安装日期		Input voltage 正常输入电压		Grid Voltage/frequency 电网电压/频率	
Installation Place 安装地点		Status 状态		EVENT CODE 故障信息	
Monitoring 远程监控	<input type="checkbox"/> Yes <input type="checkbox"/> No	Monitoring ID 监控器序列号			
Inverter LED Status 逆变器状态	<input type="checkbox"/> Fast Flashing Green (2s interval) <input type="checkbox"/> Slow Flashing Green (4s interval) <input type="checkbox"/> All Flashing Red <input type="checkbox"/> End Branch Flashing Red <input type="checkbox"/> Middle Flashing Red				
Complaint description 投诉内容 描述					
Additional description (Photos) 故障照片					
电站信息 Solar systems information	<ol style="list-style-type: none">1. Solar system's capacity(power): For example 20KW2. Solar panel type and power: For example Jinko 265W polycrystalline3. Solar panel Q'ty per branch: 12pcs per branch4. Branch Q'ty: 7 branches				