

Sigenenergy Standard RMA Process for Installers

Overview

When the customer / installer identifies a system issue, a service ticket can be initiated on mySigen App.

Sigenenergy will conduct system diagnosis and if a hardware malfunction is detected which cannot be resolved through software, the RMA process will be triggered.

Obtain Replacement Unit

According to the type of replacement and site situation, Sigenenergy will decide whether we deliver the replacement unit directly to you or ask you to obtain one from your distributor with an **RMA Redeem Permission** emailed to you.

- 1. Direct Delivery method:** The status of the service ticket will become "Fill in Recipient Address". Please fill in relevant delivery details for Sigenenergy to deliver the replacement unit. A delivery note will be emailed to you once the item is dispatched.

Service CRM

Task Details

Customer Work Order: 9825111400021

Current Task: Fill in Recipient Address

WO Status: Installer Processing (Delivery Address)

Submitter: installer

System Name: 测试0287

Contact Name: YU

Service Agent Company: Sigen111

Service Agent Account: will test it

Service Fee: 500

Problem Description: 222

S system

Detailed Information

Service Fault Record

Spare Part Details

Advanced Diagnosis Feedback

Solution Type Visit

Fill in

Service CRM

Task Approval

Customer Work Order:

Current Task: Fill in Recipient Address

system

Form Details

Approval Record

*Consignee (for Delivery)

Please Enter the Content

*Tel (for Delivery)

Please Enter the Content

*Email (for Delivery)

Please Enter the Content

*ZipCode (for Delivery)

Please Enter the Content

*Country (for Delivery)

Submit

- RMA Redeem Permission method:** The status of the ticket on the App will become "Provide On-site Feedback". You will receive an RMA Redeem Permission notification via email, please contact your go-to or nearby distributor to check if they have stock to supply, if they do, please forward this RMA email along with PDF attachment to that distributor for you to obtain the replacement unit from them.

Please note: RMA Permission can only be redeemed once to claim one replacement unit from one distributor only.

Service CRM

Task Details

Customer Work Order: 9825102100101

Current Task: Provide On-Site Feedback

WO Status: Installer Processing (Feedback)

Submitter: installer

System Name: EigerTP2

Contact Name: jwx

Service Agent Company: Sigen111

Service Agent Account: will test it

Service Fee: 0

Problem Description: cn2

S system

Detailed Information

0 Service Fault Record

1 Spare Part Details

Advanced Diagnosis Feedback

Solution Type Visit

Fill in

Service CRM

Task Approval

Customer Work Order:

Current Task: Provide On-Site Feedback

system

Form Details

Approval Record

*Is Problem Solved? (Feedback Aft. Visit)

Attachment (Feedback Aft. Visit)

+Upload File

*Description (Feedback Aft. Visit)

Please Enter the Content

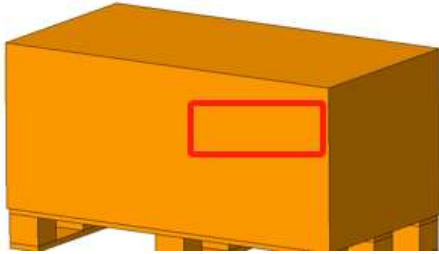
Submit

Replace, Feedback and Return

Once on-site replacement is complete, the installer must submit on-site replacement feedback on the App to confirm job done.

You must also place the old unit in the new unit box and note down on the box the RMA Work Order No., your business name and date.

The old unit then needs to be returned back to the distributor for Sigenergy to collect and recycle.



梁志江 101088

← **Service CRM**

← **Task Details**

Customer Work Order: 9825102100101

Current Task: Provide On-Site Feedback

WO Status: Installer Processing (Feedback)

Submitter: installer

System Name: EigerTP2

Contact Name: jwx

Service Agent: Sigen111

Company:

Service Agent Account: will test it

Service Fee: 0

Problem Description: cn2

S system

☰
Detailed Information

0
Service Fault Record

1
Spare Part Details

Advanced Diagnosis Feedback

Solution Type
Visit

Fill in

← **Service CRM**

← **Task Approval**

Customer Work Order:

Current Task: Provide On-Site Feedback

● system 

Form Details
Approval Record

***Is Problem Solved? (Feedback Aft. Visit)**

>

Attachment (Feedback Aft. Visit)

+ Upload File

***Description (Feedback Aft. Visit)**

Please Enter the Content

Submit

Sigenergy Review

Upon receiving the on-site feedback, Sigenergy will close the ticket after verifying the device is operating normally.

Service Fee Settlement

By the third day of the following month, Sigenergy will initiate the payment for the service fee of the RMA process for closed replacement tickets. To receive this payment, installers are required to upload an invoice with the corresponding amount and their bank details in the "Service - Service CRM" section of the App.

After verifying the uploaded invoice and the bank details, Sigenergy will initiate a bank transfer. **If you haven't returned the replaced parts, it may affect the transaction time.**

← Service CRM

Task Details

Payable Invoice: PI-202508-0033

Current Task: Upload Invoice

WO Status: Upload Invoice

S system

4

Detailed Information

Payable Invoice Details

Basic Information

Invoice Number

PI-202508-0033

Stage

Upload Invoice

Service Provider

Sigen111

Service Provider Id

INSTALLER

Invoice Date

2025-08-04

Service Fee

1220

Currency

AUD

Tax Rate

--

Invoice

--

Fill in

← Service CRM

Task Approval

Payable Invoice:

Current Task: Upload Invoice

system

Processing

Form Details

Approval Record

*Invoice

+ Upload File

*Account No.

0532013000

*Beneficiary

Max Mustermann

*Beneficiary Address

Östingstraße 43, 59063 Hamm, Germany

*Beneficiary Bank

Submit