

PREPARING YOUR PRODUCT FOR SERVICE

Though we would always prefer that any Products are returned in the original packaging, we also appreciate that this is not always feasible depending on how long you have had the product.

If you don't have suitable packaging, please let us know as damage resulting from insufficient packaging may result in denial of warranty. This can be shipped to you with freight included in your freight allowance for the claim.

This guide is intended to assist in preparing a Product for return when the original packaging is unavailable in order to avoid damage occurring to the product whilst it is in transit.

Ensure you have appropriate packaging materials

In order to properly package your Product for transport without the original box, you will need the following materials:

- Bubble Wrap/Foam.
- Small plastic bag for accessories
- A Cardboard Box as close as possible to the size of your Product



Carefully pack the Product for return

1. Remove the Product from the installation. Ensure you follow the Decommissioning instructions found in the relevant instruction manual for your system.
2. Ensure that any non-Soltaro accessories have been removed from the Product, as we are unable to guarantee that these can be returned.
3. Wrap your unit with Bubble Wrap or line the inside of your cardboard box with suitable Foam packaging. Ensure that any external connectors or accessories are well protected.
4. While Bubble Wrap/Foam packaging is the most recommended material to use, some customers choose to use layered cardboard, packaging blankets or plastic packaging.
5. Open the top of your Cardboard Box and lower your Product in. If sending with a wall bracket, ensure that the wall bracket is packaged BELOW the battery, locked into any securing hooks or mounting holes.
6. Place any screws, cables, or other accessories into the plastic bag, and pack the bag into the box, ensuring that it is not packaged in a way that could scratch the Product.
7. It is vital that the Product is well secured inside the box. Please ensure that it won't be able to move around at all during transit. Use extra packaging if necessary to fill any gaps.
8. Thoroughly tape up the box from top to bottom.
9. If the Product is heavier than 30kg, it may be required to be shipped on a pallet. Confirm with your freight company or local Soltaro branch if this is the case. If so, ensure it is packaged onto a suitably sized pallet flat, and securely strapped to the pallet to ensure that it does not move in transit.

Key Points to Note

Poor packaging can result in damage occurring to the unit; this may void your warranty. It is therefore of utmost importance that your product is packaged as securely as possible before it is returned:

- A Cardboard Box is a necessary requirement for safely transporting any unit, due to the labelling requirements of most freight companies.
- The unit must be secured inside the box to avoid any movement. Movement during transit causing external connector breakage is the most common cause of damage.
- Padding, especially on the screen or indicator side, is vital.

Examples of poor packaging:

- Product wrapped in a bed sheet or duvet without a box.
- Box not completely sealed, such as with ripped or exposed edges.
- Box with little to no support due to extensive prior use and lack of internal padding.
- Mounting bracket has been packaged on top of Product, scratching it.
- Poor packaging selection and not securely strapped to its pallet.

