

A woman with curly hair, wearing safety glasses and a bright yellow safety vest with the 'eEnergy' logo, is standing on a black step ladder. She is holding a multimeter in her left hand and a probe in her right hand, testing a ceiling panel. The ladder also has the 'eEnergy' logo on its side. The background shows a modern office interior with large windows looking out onto greenery.

eEnergy

**Making sure you  
get to Net Zero.**

Warranty Claim Form.



# Warranty Claim Form.



Dear Customer,

To ensure we process your claim quickly and smoothly, please include all the requested evidence with your claim form, if possible. Missing information, such as photos of the faulty lights, may cause delays in resolving your claim.

Please ensure you are viewing this document in a PDF viewer such as Adobe Acrobat Reader to enable you to complete the required fields.

Once completed, please email the warranty claim form to: [customer.service@eenergy.com](mailto:customer.service@eenergy.com)

Thank you!

## 1.0 Client details:

Client name:			
Site name:			
Site address:			
Onsite personnel name:		Mobile number:	

\*Please provide photos of the product(s) detailed within this form to help identify the products and potential fault(s).

## 2.0 Product details:

Photo of the failed light and description (standard or emergency light):

Location:		
Quantity of failed luminaires in location:		
Luminaire height:		
Description of fault:	Flickering/strobing EM light failed / Indicator not illuminate Does not illuminate Low light output PIR/motion sensor fault	Water ingress Buzzing Other, please specify
Date detected:		



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## 2.0 Product details:

Photo of the failed light and description (standard or emergency light):

Location:

Quantity of failed luminaires in location:

Luminaire height:

Description of fault:

Flickering/strobing	Water ingress
EM light failed / Indicator not illuminate	Buzzing
Does not illuminate	Other, please specify
Low light output	
PIR/motion sensor fault	

Date detected:

## 2.0 Product details:

Photo of the failed light and description (standard or emergency light):

Location:

Quantity of failed luminaires in location:

Luminaire height:

Description of fault:

Flickering/strobing	Water ingress
EM light failed / Indicator not illuminate	Buzzing
Does not illuminate	Other, please specify
Low light output	
PIR/motion sensor fault	

Date detected:



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## 3.0 Access details:

Access equipment required:		
Site induction required / duration:		
Permitted working hours:		
Permit to work required:	Yes	No

## 4.0 Electrical details:

Sensors installed:	Yes	No
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List any special requirements:

I confirm that all details recorded are accurate.

Signature:	
Full name:	
Job title:	
Email address:	
Date:	





[eEnergy.com](http://eEnergy.com)

[info@eenergy.com](mailto:info@eenergy.com)