



Important Update: Changes to RMA Returns Process

Dear Customers,

We want to inform you of an important change to our RMA faulty unit returns process.

Effective as of 01/11/2024, we will be transitioning to Capital Logistics to handle our faulty returns. Here's what you need to know about the new procedure:

Consolidation of Units: *Instead of arranging pickups from various locations, please consolidate faulty stock at your storage facility and prepare pallets according to the below specified return location.*

Separation of Units based on recycling or remanufacturing: *Please separate the units into three categories/pallets by cross referencing the below spreadsheet.*

- Units to be returned to **Zeco** (Faulty batteries only)*
- Units to be returned to **PV Industries** (for environmental recycling)*
- Units to be returned to **Expeditors** (for remanufacturing – please process these units as priority)*

Please refer to the separation instructions provided below. These instructions clearly indicate which products should be returned to Zeco, PV Industries, and Expeditors. Once your pallets are full and ready, please raise a pickup request.

Thank you for your cooperation and understanding.



Units to be returned to Zeco:

- *Battery*

Units to be returned to PV Industries:

- *All HD Wave***1*
- *Optimizers*
- *Accessories / Spares*
- *PV Modules*

Units to be returned to Expeditors:

- *All 3 phase inverters*
- *Single phase (all single phase inv's except HD Wave)*
- *BUI - BI-NAUGN-01*

Note: Accessory / Spares contains : Boards , FANs , cables ,etc.

****1 HD wave - Regular HD Wave / Genesis / Energy hub*

HD Wave PN: SE' xxxx 'H-AU xxx

Please follow the below steps for Booking Consignment with Capital Logistics,

1. **Log In to the Portal:**

- Access the Capital Logistics website. <https://capitallogistics.machship.com/#/>
- Log in using below credentials.

Username: customerlogin

Password: solarcustomer123



Sign in with your username

[Forgot your password?](#)

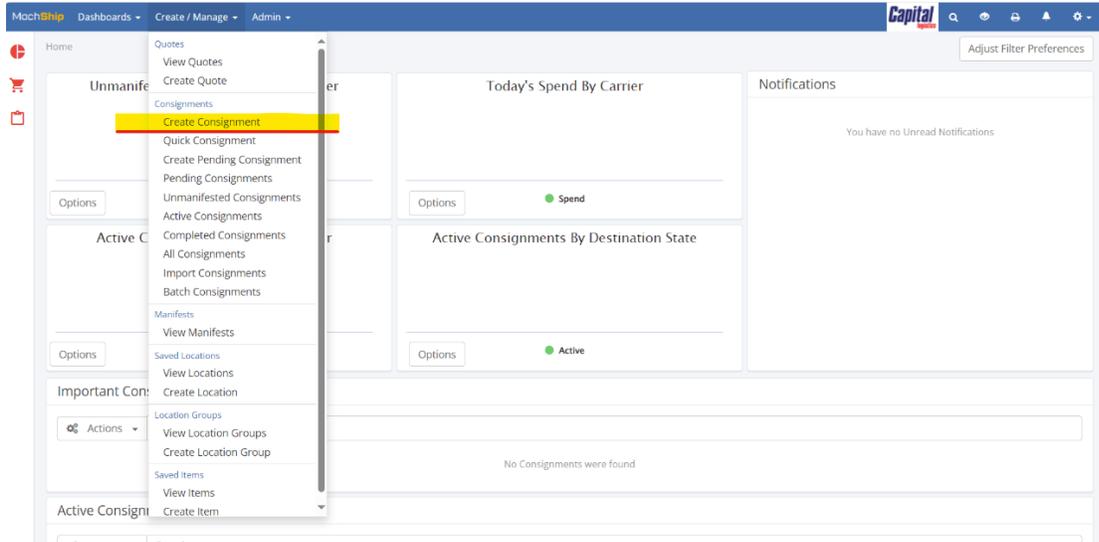
Sign in

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2. **Navigate to the Booking Section:**

- *Once logged in, go to the “create a consignment” section.*

This is found in the Create/ Manage tab.



3. **a. Enter Pickup Details:**

- **Pickup Location:** *Enter the address of your storage house where the consolidated units are located.*
- **Contact Information:** *Provide the contact details of the person responsible for the pickup at your location.*

b. Enter Consignment Details:

- **Number of Pallets:** *Specify the number of pallets you have prepared.*
- **Categories:** *if both pallets prepared, you need to book two pick-ups (e.g., units for Expeditors, units for PV Industries).*
- **Weight and Dimensions:** *Provide the weight and dimensions of each pallet.*

c. Enter Destination Details:

Please chose the below options from saved addresses according to the pallets prepared

- **Zeco**
- **Expeditors:**
- **PV Industries:**

d. Schedule Pickup:

- **Date and Time:** Select a convenient date and time for the pickup. Ensure that someone will be available at the storage house during this time.
- **Special Instructions:** If there are any special instructions for the pickup, such as access codes or specific handling requirements, include them.

e. Review and Confirm:

- Double-check all the entered details to ensure accuracy.
- Confirm the booking by clicking the “Generate routes” option and create labels to affix onto the pallets.

- *****Please fill the details in the mandatory fields highlighted in red.**

4. Prepare for Pickup:

- Ensure that all pallets are ready and labeled according to the categories.

5. Follow-Up:

- If there are any issues or delays in pickup, contact Capital Logistics / Solaredge customer support for assistance.

Thank You.

P.S : If a single carton needs to be returned , please follow the same steps as above, but select 'carton' as the item type.

The screenshot displays the 'Capital' web application interface for creating a new item. The top navigation bar includes 'MochShip', 'Dashboards', 'Create / Manage', 'Admin', and 'Reports'. The main content area is titled 'Home / Consignments / Create'. A dropdown menu for 'Item Type' is open, listing options: Bag, Bundle, Carton (highlighted), Crate, Drum, IBC, Pack, Pallet, Pipe, Roll, Satchel, Semi, and Skid. The form includes several checkboxes: 'Hydraulic Tailgate required', 'Crane Truck required', 'Is this a residential pickup?', 'Is this a residential pickup?', 'Is Delivery a PO Box?', and 'Hydraulic Tailgate Pickup'. Below these are input fields for 'Length cm', 'Width cm', 'Height cm', 'Weight kg', and 'Qty'. A 'Generate Routes' button is visible at the bottom right. The 'References' section contains 'Your Reference' and 'Additional Reference' input fields. The bottom of the page shows 'Select A Route'.