

## Information Bulletin #2021-3

**Problem:** Equipment identification problems.

**Solution:** Information Bulletin.

**Equipment:** Wind generators, Charge controllers and Silentwind Power Blades.

### 1. Taking advantage of labels

- Correct identification.
- Traceability.
- Faster warranty validation.
- Faster logistic and sales processes by using barcode scanners.
- Efficient Post-Sales support.

#### **IMPORTANT INFORMATION:**

We strongly recommend to all our partners to place the equipment serial number information on the sales documents. This simple action can solve most of the below problems.

#### **Identified problems regarding wrong model identification:**

- Wrong parameter settings.
- Wrong spare parts can be supplied.
- Wrong warranty validation.
- Unreliable information will lead to unreliable solutions.
- Too much time is lost on basic information.

It is highly recommended that you have the necessary information before requesting technical support.



During warranty period the proof of purchase + equipment serial number is mandatory.

Although Silentwind does not include the serial numbers on our distributors Invoices, the information is stored on our system database.

All our devices are traceable.

## 2. Wind Generator

### Where the label is placed:

- Inner side on the Yaw shaft. Serial number is not visible when assembled.



- USB Box – Backside of the box.



- Original Silentwind carton box



### The label\*:



SERIAL NUMBER (Code 39)

EAN CODE

Year  
of  
Production  
2018XXXX  
Production  
number

\*Main label placed on the carton box

**P.S:** The EAN code is not present on the Yaw Shaft and on the USB box labels.


### 3. Charge Controller

Where the label is placed:

- Left or right side of the Charge controller (it might vary according to the model)



The Label:

	<b>MODEL: WWS04-12-12</b>	→ Model name
	<b>S/N: C2100000000</b>	→ Serial Number
	<b>Rev.1</b>	→ Revision number

**DATA MATRIX CODE DATA:** WWS04-12-12 C2100000000

Model                      Production  
 number  
 ┌──────────┬──────────┐  
 WWS04-12-12 C2100000000  
 └──────────┘  
 Year  
 of  
 Production

## 4. Silentwind Power Blades

Where the label is placed:

- Original Silentwind Blades Carton Box



The Label:

### Silentwind Power Blades



SERIAL NUMBER (Code 39)

Weight  
[g]

1632210191

Production  
number