

# **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 includes the serial numbers on our distributors Invoices, the information in 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.



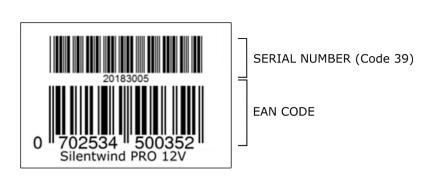
USB Box – Backside of the box.



Original Silentwind carton box



### The label\*:



Year
of
Production
2018XXXX
Production
number

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

<sup>\*</sup>Main label placed on the carton box



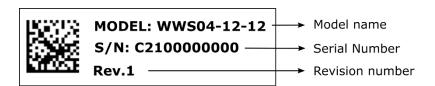
# 3. Charge Controller

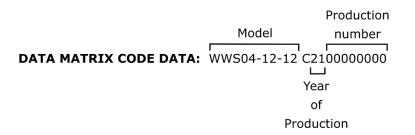
# Where the label is placed:

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



#### The Label:







# 4. Silentwind Power Blades

# Where the label is placed:

Original Silentwind Blades Carton Box



### The Label:

# Silentwind Power Blades



SERIAL NUMBER (Code 39)

