



**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

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 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 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
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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
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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:	
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I confirm that all details recorded are accurate.

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

The logo for eEnergy features a stylized lowercase 'e' in a vibrant green color. The 'e' has a small dot to its left and two short, upward-pointing lines above it, resembling a sun or a signal. To the right of this 'e' is the word 'Energy' in a clean, white, sans-serif font.

eEnergy.com

info@eenergy.com