

Warranty Callouts to RedEarth Customers

Warranty Process

To ensure the warranty process runs as smoothly as possible, there is a critical first step that needs your attention. By doing this every time you receive a warranty request, we can help avoid errors and keep things hassle-free for both you and your customer!

When warranty work is needed—whether it's a call-out or a part replacement—installers or resellers must obtain an RMA (Return Merchandise Authorization) number before starting the job.

Getting an RMA is easy! Simply reach out to us on **1800 733 637** or drop us an email at support@redearth.energy to discuss the issue.

Keep in mind, we won't be able to process invoices without an RMA number, so be sure to get yours first!



Don't forget, we're here to help

If you have any questions or need further assistance, please don't hesitate to reach out to our support team. Thank you for choosing RedEarth, and we look forward to powering your energy independence!

Warm regards,

The RedEarth Team