

SolarWarranty Pro

Version 2.4.0

User Guide

Complete feature reference

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About This Guide

This User Guide explains how to use SolarWarranty Pro v2.4 to manage solar equipment warranties — from registering products through processing claims, managing inventory, and running reports. It is organised by feature area. If you are new to the application, start with the Quick Start Guide, then return here for detail.

SolarWarranty Pro is a warranty-management system for solar equipment dealerships. It tracks which products are under warranty, for which customers, and handles the full lifecycle of a warranty claim — from submission through technician inspection to resolution and, where applicable, recovery from the manufacturer.

Getting Started

Signing in

Launch SolarWarranty Pro and enter your username and password. Your administrator sets up an account for you with a role that determines which features you can access.

- **First sign-in:** you will be asked to change your password. Choose a strong password — at least 8 characters with an uppercase letter, a lowercase letter, and a digit.
- **Forgotten password:** ask your administrator to reset it. They can issue a temporary password that you change on next sign-in.

The main window

After signing in, you see the main window with a menu across the top and a dashboard showing key figures at a glance:

- Total products registered
- Open claims awaiting action
- Claims with fraud flags for review
- Pending manufacturer claims
- Low-stock alerts
- Warranty recovery received this month

The menus you see depend on your role. An administrator sees everything; staff and technicians see a focused subset relevant to their work.

Managing Customers

Customers are the people or businesses who own the warranted equipment. Every product registration is linked to a customer.

Adding a customer

1. Go to Customers → New.
2. Enter the customer's full name and at least one phone number. Add an email, address, region, and ID number if you have them.
3. Click Save.

Duplicate detection

If you enter a phone number or ID number that already exists, the application warns you so you don't create a duplicate. It also flags similar names as a soft warning, which you can confirm or dismiss.

Finding and editing customers

Use Customers → List to browse, or the search box to find a customer by name or phone number. Open a customer to edit their details or see their registered products and claim history.

Managing Manufacturers

Manufacturers (or suppliers) make the equipment you sell. Each manufacturer carries its own warranty terms and the list of reasons a warranty might be voided.

Adding a manufacturer

4. Go to Manufacturers → New.
5. Enter the manufacturer's name and contact details.
6. Click Save. Default warranty periods and void reasons are created automatically — you can adjust these afterwards.

Activating and deactivating

You can mark a manufacturer inactive if you no longer deal with them. Inactive manufacturers stay in your records (so historical products and claims remain intact) but no longer appear in the dropdowns when registering new products.

Registering Products (Warranties)

Registering a product records that a specific piece of equipment, identified by its serial number, is under warranty for a particular customer.

How to register a product

7. Go to Products → Register.
8. Enter the serial number and select the product type.
9. Choose the customer, the manufacturer, and (optionally) the installer.
10. Enter the installation date. The warranty expiry date is calculated automatically from the manufacturer's warranty period.
11. Add any notes, then click Save.

Serial numbers are case-insensitive

A product registered as "INV-AB1234" will be found whether you later search for "INV-AB1234" or "inv-ab1234." The application also blocks registering the same serial twice, regardless of case.

Finding a product

Use Products → Search to find a product by serial number, batch number, model, invoice number, customer name, or manufacturer. Open a product to view its full details, warranty status, and any associated claims.

Voiding a warranty

If a warranty is voided — for example, due to improper installation or physical damage — open the product, change its status, and select the applicable void reason. The history is retained for audit purposes.

Warranty Claims

A claim is raised when a customer reports a fault with a registered product. SolarWarranty Pro tracks the claim through its full lifecycle.

The claim lifecycle

Stage	What happens
Submitted	A claim is raised against a registered product; the warranty is checked.
Inspecting	A technician is assigned to examine the equipment.
Pending Review	The technician records their diagnosis; a manager reviews it.
Escalated	A manager refers the claim upward for a decision (optional).
Approved / Rejected	A final decision is recorded with the resolution.
Closed	The claim is complete.

Submitting a claim

12. Go to Claims → New.
13. Select the registered product (search by serial number). The warranty status is checked automatically.
14. Describe the reported fault.
15. Save. The claim receives a unique claim number.

Assigning a technician

From an open claim, assign a technician to inspect the equipment. The claim moves to Inspecting and appears in that technician's "My Inspections" list.

Recording an inspection

The assigned technician opens the claim from My Inspections, records their diagnosis and the fault category, notes any fraud indicators, and attaches photos. The claim then moves to Pending Review.

Making a decision

A manager or administrator reviews the inspection and approves or rejects the claim, recording the resolution. Approved claims can proceed to a manufacturer claim for recovery. A manager may also escalate a claim for a higher-level decision before it is finalised.

Manufacturer Claims (Recovery)

When a warranty claim is approved and the cost is recoverable from the manufacturer, you can raise a manufacturer claim to track that recovery.

Raising and tracking a manufacturer claim

16. From an approved claim, create a manufacturer claim. It records the serial number, batch, and fault type.
17. Mark it submitted when you send it to the manufacturer.
18. As the manufacturer responds, update the status (Approved, Rejected), reference number, compensation amount, and payment date.

The dashboard's "recovery this month" figure reflects compensation received, helping you track how much you are recovering from manufacturers over time.

Inventory

The inventory module tracks replacement stock — how many units of each product you hold, how many have been issued as replacements, and how many faulty units are awaiting return to the manufacturer.

Stock operations

- **Issue replacement:** reduces stock by one and records a replacement issued.
- **Log faulty return:** records a faulty unit received and pending return to the manufacturer.
- **Mark sent to manufacturer:** moves units from pending to sent.
- **Adjust stock:** manually correct a stock level (the application prevents stock going negative).

Low-stock alerts appear on the dashboard when an item falls to or below its threshold.

Reports

SolarWarranty Pro produces eight reports, each exportable as a PDF for printing or sharing.

Report	Shows
Open Claims Ageing	Outstanding claims and how long each has been open.
Manufacturer Recovery Summary	Claims and compensation by manufacturer.
Warranty Expiry Forecast	Products whose warranties expire within a chosen window.
Current Stock Levels	Inventory on hand by product.
Claims by Status	A breakdown of claims grouped by status.
Warranty Certificate	A printable certificate for a single product.
Audit Log	A record of changes, filterable by date, user, and table.
User Activity	Per-user counts of products registered, claims, and inspections.

Open the Reports menu, choose a report, set any date range or filter it offers, and generate. The PDF is saved and can be opened immediately.

Administration

Administrators have additional menus for managing the system.

Users and roles

Create accounts for your staff and assign each a role. Roles determine which features a person can use:

- **Administrator:** full access to everything, including settings and user management.
- **Manager:** all operational features and reports, but not system administration.
- **Staff:** day-to-day product registration, claims, customers, and operational reports.
- **Technician:** focused on their assigned inspections.

Role permissions

The Role Permissions screen lets administrators fine-tune exactly which menu items each role can access, beyond the defaults. Changes take effect the next time a user signs in.

Dealer / branding setup

Update your company details, currency, date format, brand colour, and logo at any time. Branding changes take full effect after restarting the application.

Your Data and Backups

SolarWarranty Pro stores your data in a single SQLite database file, which makes backups simple.

Back up regularly

Copy the entire C:\ProgramData\SolarWarrantyPro folder to an external drive or cloud storage. This captures your database, claim photos, reports, and settings in one step. Do this on a regular schedule.

Getting Help

Product website	https://solarwarrantypro.com
Support email	support@solarwarrantypro.com
Self-service portal (licensing)	https://solarwarrantypro.com
Publisher	Computer Aided Business Systems (Lagos, Nigeria)

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