

## Warranty Claim & RMA Form

Date : \_\_\_\_\_

### CONTACT

|          |  |              |  |
|----------|--|--------------|--|
| Name     |  | Email        |  |
| Company  |  | Phone Number |  |
| Address  |  |              |  |
| City     |  | Prov / State |  |
| Zip Code |  | Country      |  |

### EQUIPMENT

|   |     |                |
|---|-----|----------------|
| Did the batteries originally come with the equipment? | Yes | No             |
| Model   |     |                |
| Serial #  |     |                |
| Application   |     | System Voltage |

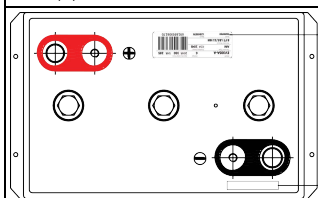
### CHARGER

| Type     | Brand | Model | Serial # | Voltage | Amp (A) |
|----------|-------|-------|----------|---------|---------|
| On-Board |       |       |          |         |         |

### BATTERY

|                       | Model        | In Service Date <sub>1</sub> | Full MFG Code <sub>2</sub> | Serial # <sub>3</sub> | Run-time (min) | Pre-Test Volt <sub>4</sub> | Post-Test | Temp (°C/°F) |
|-----------------------|--------------|------------------------------|----------------------------|-----------------------|----------------|----------------------------|-----------|--------------|
| Battery 1             |              |                              |                            |                       |                |                            |           |              |
| Battery 2             |              |                              |                            |                       |                |                            |           |              |
| Battery 3             |              |                              |                            |                       |                |                            |           |              |
| Battery 4             |              |                              |                            |                       |                |                            |           |              |
| Battery 5             |              |                              |                            |                       |                |                            |           |              |
| Battery 6             |              |                              |                            |                       |                |                            |           |              |
| <b>Failure Reason</b> | Low Run Time | Low C 7 J                    | : U]`hc` fy!WUf[ Y         | 8fmc i h5Wx @U_U[ Y   |                |                            | Bulging   |              |
|                       | Other: _____ |                              |                            |                       |                |                            |           |              |

<sup>1</sup> The Equipment In-Service Date is the date of the equipment's initial use by the end-user.



<sup>3</sup> The Serial Number starts with "S" and follows by a 7-digit number.

<sup>2</sup> The MFG Code is embossed near the negative terminal in an alphanumeric sequence, e.g. AA, BB, CC, DD.

<sup>4</sup> Voltage of battery after full complete charge.

<sup>5</sup> Voltage of battery taken after equipment shuts down or load test.

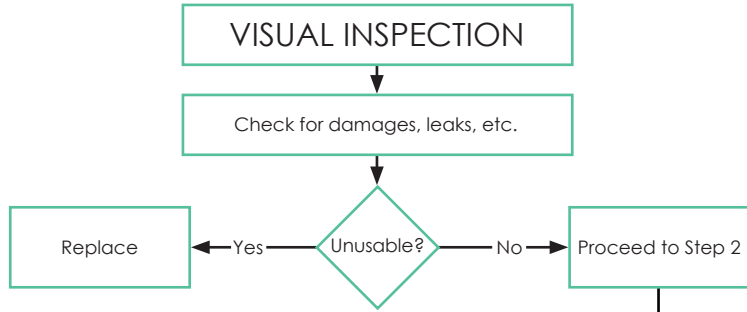
Please allow 2 to 3 business days to process your claim. Further information may be requested.

# Battery Troubleshooting

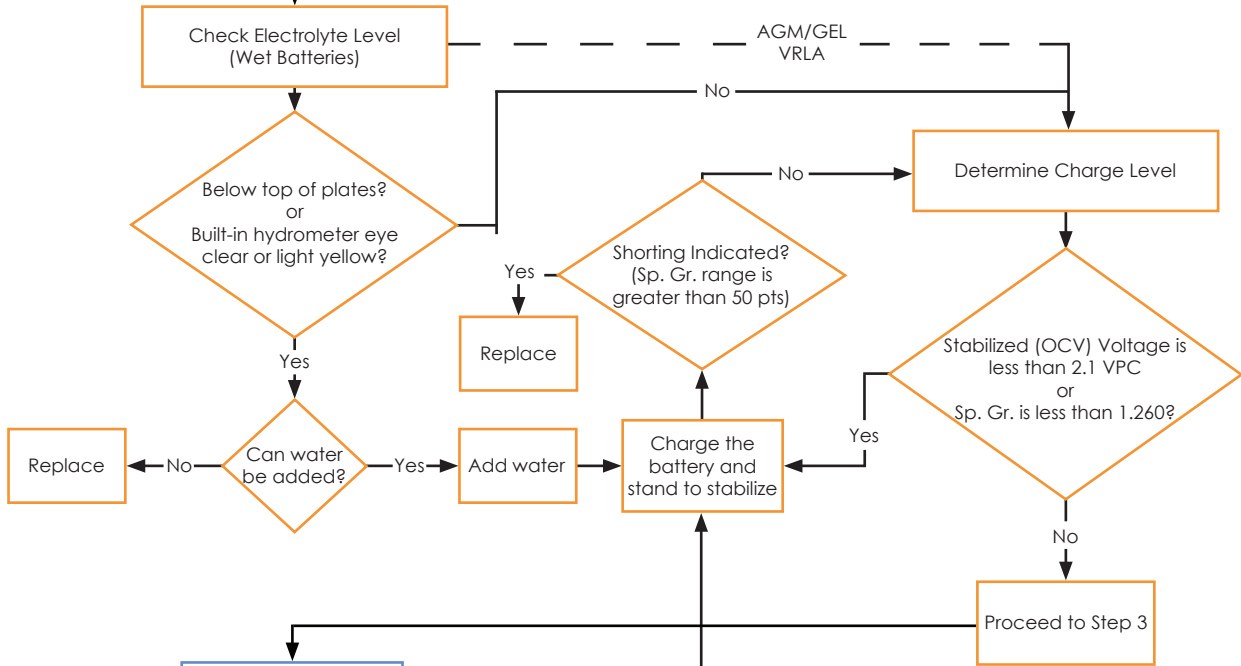
**Legend**

- VPC → Volts per Cell
- Sp. Gr. → Specific Gravity

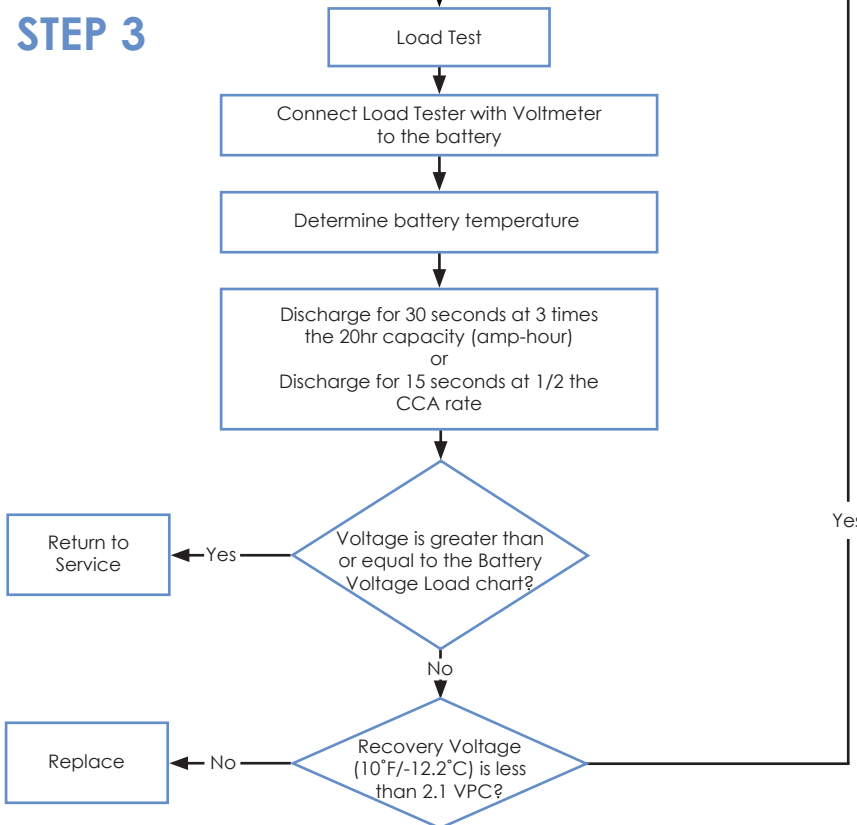
## STEP 1



## STEP 2



## STEP 3



| Battery Voltage Load +/- 5%       |     |                         |      |      |      |
|-----------------------------------|-----|-------------------------|------|------|------|
| Estimated Electrolyte Temperature |     | Nominal Battery Voltage |      |      |      |
| °C                                | °F  | 12V                     | 8V   | 6V   | 2V   |
| 48.9                              | 120 | 10.1                    | 6.73 | 5.05 | 1.68 |
| 43.3                              | 110 | 10.0                    | 6.67 | 5.00 | 1.67 |
| 37.8                              | 100 | 9.90                    | 6.60 | 4.95 | 1.65 |
| 32.2                              | 90  | 9.80                    | 6.53 | 4.90 | 1.63 |
| 26.7                              | 80  | 9.70                    | 6.47 | 4.85 | 1.62 |
| 21.1                              | 70  | 9.60                    | 6.40 | 4.80 | 1.60 |
| 15.6                              | 60  | 9.50                    | 6.33 | 4.75 | 1.58 |
| 10.0                              | 50  | 9.40                    | 6.27 | 4.70 | 1.57 |
| 4.4                               | 40  | 9.30                    | 6.20 | 4.65 | 1.55 |
| -1.1                              | 30  | 9.10                    | 6.07 | 4.55 | 1.52 |
| -6.7                              | 20  | 8.90                    | 5.93 | 4.45 | 1.48 |
| -12.2                             | 10  | 8.70                    | 5.80 | 4.35 | 1.45 |
| -17.8                             | 0   | 8.50                    | 5.67 | 4.25 | 1.42 |