

Faulty Claim Questions Card

For Service Manager, when there is a battery faulty claim, please obtain enough information (call or email) **BEFORE** send onsite engineer to customer's site:

1. Distributor name _____
2. Battery System location: _____
3. Date of faulty happened: _____
4. Faulty description: cannot be turned on, no communication, not charging, not discharging, ALM on, others: _____
5. Real time battery information showed on inverter or inverter monitor system APP etc:
Voltage: _____V; Current: _____A; SOC: _____%; Temperature: _____°C
6. How long had the system been used?
Dead on arrival, faulty after installation under 6 months,
6 months to 1 year, 1 year to 3 years, more than 3 years.
7. When did the faulty happen?
Morning, afternoon, nightfall, midnight, other time: _____
8. How often did the faulty happen?
Once or twice, three times or more, Every day, other: _____
9. If the customer can see the battery, please check the lights status:

	RUN (Green)	ALM (Red)	SOC lights (Green)				
On	<input type="checkbox"/>						
Off	<input type="checkbox"/>						
Flashing	<input type="checkbox"/>						

Please attach all the information above and the copy of **Installation Information Card** together send to distributor immediately.

Service Manager: _____ Date: _____



Onsite Information Card

Onsite engineer **MUST** take the copy of full filled **Faulty Claim Questions Card** of the faulty battery site, and a new **Installation Information Card** before going to the site.

Onsite engineer **MUST** follow the procedure below, when on site:

1. Please take pictures of the system without any operation, including the whole system, battery system and battery cable connection;
2. Please Check the real time battery information through the inverter or inverter monitor system APP etc:

Voltage: _____V; Current: _____A; SOC: _____%; Temperature: _____°C

3. Please Check battery lights status:

	RUN (Green)	ALM (Red)	SOC lights (Green)					
On	<input type="checkbox"/>							
Off	<input type="checkbox"/>							
Flashing	<input type="checkbox"/>							

Please record the faulty and good battery serial numbers (**IMPORTANT**):

Faulty battery serial number: _____

Good battery serial number for swap: _____

After swapping, please full fill the new **Installation Information Card** and send the copy to distributor.

Onsite Engineer Signature: _____

Date: _____

Customer Signature: _____

Date: _____