

On behalf to make a faulty claim, please fully read and clarify the warranty terms in advance. Then let the onsite engineer fully fill the information required in this card, sign and send back to Upower or their authorized distributor.

1. Distributor name: _____

2. Battery system location: _____

3. Battery serial number: _____

4. Battery type: _____

5. Total number of batteries in your system: _____

6. Date of faulty happened: _____

7. Faulty description:

- Cannot be turned on, no communication, not charging,
 not discharging, ALM on, others: _____

8. Inverter brand and type: _____

9. Real time battery information shown on inverter or inverter monitor system, APP, etc.:

Voltage: V; Current: A; SOC: %; Temperature: °C

10. 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.

11. At what time did the faulty happen?

- Morning, afternoon, nightfall
 midnight, other time: _____



12. How often did the faulty happen?

- Once or twice,
 three times or more,
 every day,
 other: _____

13. If the customer can see the battery, please check the lights status:

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

14. Battery power terminal voltage measured by multimeter: _____

15. Please attach all necessary photos or videos of, for instance, battery SN label and front panel as evidence to the faulty claim.

Instructions of pictures can be found below.

Please kindly be noted that lack of information can lead to delaying or slowing RMA process.

So, please provide as much information as possible.

Service Manager: _____ Date: _____

