



Date:

Battery S#:

Authorization Number:

PO#:

Reported & Diagnosed Issue:

Requirements to ship warranty parts:

- 1. Submit pictures of ebox and cables (logic, charge & load) _____
- 2. Submit picture of data sticker and confirm that external & internal sticker match _____
- 3. Record load cable size: _____
- 4. Check all SB Connectors (pull test): passed / fail _____
- 5. Record number of logic boards: _____
- 6. Does battery pass paperclip test (Voltage & Continuity)? _____
- 7. Submit picture of any or all damaged components _____
- 8. Is a coax cable present for external antenna to be installed? _____

Requirements once parts are received and installed:

- 1. Submit picture of parts received _____
- 2. Submit picture of cable connectors before disconnecting (logic & board connections) _____
- 3. Check tightness of insulator/isolator hardware _____
- 4. Check db9/indicator screws _____
- 5. Check db15 screws _____
- 6. Check coax cable nut and connection to wifi board _____
- 7. Check cable glands _____
- 8. Check led cover _____
- 9. Check all connectors on Main board _____
- 10. Confirm logic cable connections _____
- 11. Confirm correct logic address numbers _____
- 12. Confirm any other cables that were disconnected (note if applicable) _____
- 13. Confirm presence or removal of resistor jumpers _____
- 14. Confirm current sensor cable is zip tied to busbar or cable _____
- 15. Confirm power cable connections _____
- 16. Reinstall ebox to correct position _____
- 17. Power on _____
- 18. Reset cell parameters and device _____
- 19. Confirm SOC readings on LED, software and forklift (if applicable) _____
- 20. Screenshot opening page of software _____
- 21. Screenshot of correct serial number programmed in software _____
- 22. Screenshot of correct date/time programmed on software _____
- 23. Verify and screenshot all cell/logic readings _____
- 24. Verify and test EV signal _____
- 25. Paperclip test (voltage & continuity) _____
- 26. Export settings file and email (use last 3-4 numbers of serial to name file) _____

Technician Name:

Dealer Location:

Customer Name & Address:

Submit all copies of this form, files and invoices to: service@onecharge.biz

Requirements for Service Warranty Reimbursement

- OneCharge must be notified by phone or email that an issue exists with a battery. Serial number must be provided during this first point of contact. There will be no warranty consideration given for work started before contacting OneCharge.
- Only trained and registered technicians will be dispatched to diagnose OneCharge batteries in order to receive warranty consideration.
- Technician must have tools described in training manual. Most importantly, the technician must have appropriate software and hardware to communicate with battery. No time will be given on repair order for computer setup.
- Maximum allowed time for battery diagnosis is 2 hours. Once the 2-hour limit has been reached, a decision will be made as to the next course of action by a OneCharge representative.
- All parts that have been replaced must be returned without damage before warranty case will be closed and paid.
- All invoices submitted for warranty must include claim number and battery serial number.
- Parts shipped at the discretion of OneCharge. Fee may apply for overnight delivery requests.
- No warranty given for batteries without a PDI on file, includes charger programming.
- Rental and loaner batteries covered only when batteries are returned to OneCharge for warranty repairs.

Labor Reimbursement Time Guide

-Diagnosis and repair with computer, may include basic load test	1-hour
-Diagnosis and repair with computer, lid removal and repair to cable or wire harness connection	1 to 2-hours
-Ebox Replacement (4-Bolt Style), add to diagnosis times	2-hours
-Ebox Replacement (2-Bolt Style), add to diagnosis times	1-hour
-Ebox R&R with component repair (2-Bolt Style), add to diagnosis time	1-hour
-Contactor Replacement (1 or 2), add-on to diagnosis times	1-hours
-Replacement of Logic Board or DC/DC Convertor (80V batteries only), add-on to diagnosis times	1-hour
CAN Conversion*, without lid removal	1-hour
CAN Conversion*, with lid removal	2-hours
Replacement of external BDI or CAN cable	1-hour
Re-Flash battery	1-hour
Battery load cable replacement	2-hours
Battery removal & replacement	.5hours

Prior approval for any work outside of the above-mentioned procedures must have an email confirmation before proceeding. Please consult with a OneCharge service representative with any questions or approvals.

Submit service requests and invoices to: service@onecharge.biz

*When battery is sent different from instructions on signed sales order.