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 info@onecharge.biz
 www.onecharge.biz

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 a picture of the 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 the battery pass the paperclip test (Voltage & Continuity)? _____
7. Submit a picture of any or all damaged components _____
8. Is a coax cable present for an external antenna to be installed? _____

Requirements once parts are received and installed:

1. Submit a picture of parts received _____
2. Submit a picture of cable connectors before disconnecting (logic & board connections) _____
3. Check the tightness of insulator/isolator hardware _____
4. Check db9/indicator screws _____
5. Check db15 screws _____
6. Check coax cable nut and connection to Wi-Fi board _____
7. Check cable glands _____
8. Check led cover _____
9. Check all connectors on the 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 the 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. A serial number must be provided during this firstpoint 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 to receive warranty consideration.
- Technician must have tools described in a training manual. Most importantly, the technician must have appropriate software and hardware to communicate with the battery. No time will be given on the repair order for the 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 the 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. A fee may apply for overnight delivery requests.
- No warranty given for batteries without a PDI on file, includes charger programming.
- Rental and loaner batteries are covered only when batteries are returned to OneCharge for warranty repairs.

Labor Reimbursement Time Guide

-Diagnosis and repair with a computer, may include a basic load test	1-hour
-Diagnosis and repair with computer, lid removal, cable or wire harness connection repair	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 Converter (only 80V batteries), an add-on to diagnostics time	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	0.5hours

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 regarding any questions or approvals. Submit service requests and invoices to: service@onecharge.biz

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