

## Cell Complaint Report



Cell model .....	Cell serial number (production number) .....
Date of purchase .....	Proof of purchase (Invoice, delivery, order No) .....

### Type of complaint

<input type="checkbox"/> Mechanical damage	<input type="checkbox"/> Change of shape	<input type="checkbox"/> Overheating	<input type="checkbox"/> Low capacity	<input type="checkbox"/> High self-discharge
<input type="checkbox"/> Other - please specify:				

### Electrical parameters

Nominal voltage [Volts] .....	The voltage of the cell after 24 hours from last use (not connected to any device)
Nominal capacity [Ah] .....	What is the capacity of the cell from maximal charge to minimal discharge level?

### Electrical parameters under load - discharge at 0.5C rate

Discharge current [A] .....	Voltage [V] .....
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### Electrical parameters under load - discharge at 2C rate

Discharge current [A] .....	Voltage [V] .....
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**Problem description (please give details, application (EV, solar storage, other?))**

### Battery installation and details of use

<input type="checkbox"/> Used alone	<input type="checkbox"/> Used on series of _____ cells	Number of cycles performed .....
Average discharge current .....	Average charge current .....	Lowest voltage of the cell .....
Peak discharge current .....	Peak charge current .....	Highest voltage of the cell .....

Describe the BMS system used

Provide the data from the BMS system in attachment

What charger was used (type, voltage, current)

How was the first charge performed

### Please choose method of shipping a resolved RMA

<input type="checkbox"/> Shipping with next order or personal pick up at Prague warehouse – free Please write number of placed order or product you want to order: .....
<input type="checkbox"/> Separate shipping by TNT service – paid.

Resolved RMA must be pick up within 30 days after email notification.