

# Complaint form INTILION scalebloc

Date:

**Customer:**

Company name:\*

Operator:\*

Customer/order number:\*

**Location of the battery system**

Contact person on site:\*

Phone number:\*

Street:\*

ZIP code:\*

Place:\*

Country:\*

Installation partner:\*

Adress for return/collection of the battery system

**System data**

Serial number:\*

Application:\*

Operating hours:\*

Date of commissioning:\*

Additional performance guarantee signed:\*

System is under warranty:\*

**Application / working environment:**

Construction site

Agriculture

Airport

High dust and dirt load

Ambient temp. &gt; 45 °C

Ambient temp. &lt; 10 °C

In the event of particular irregularities the ambient conditions, in which the scalebloc is used and in which the fault / damage occurred, have to be photographed and attached to this document!

**Result:** Description of the irregularities:\*

If the fault, damage or a specific fault code is visually recognizable, it must be photographed and attached to this document!

Which error is displayed in the visualization?

Housing damaged

Air conditioning damaged

Mounting comp. damaged

Case lock damaged

System wet inside

System function limited

Capacity is not reached

Others:

**Already initiated steps:**

Measures must only be carried out by certified installation partners.

Initiated steps

OK   not OK   Remark

Visual inspection of housing

Visual inspection grid connection

Check grid voltage

Check battery voltage

System restart

Readout error code

Recorded measurement reports etc. must be attached!

The fault / damage case was recorded or determined

on:

by:

Place, Date

Name / Signature

In order to be able to evaluate your complaint, an examination in our laboratory may be necessary.

For the duration of the laboratory test we can provide you with a replacement component free of charge for the time being. The free provision is subject to subsequent charging of the provision and transport costs. This is especially the case if the following conditions arise during the laboratory examination reveals that an unauthorized third party has made an unauthorized interference with our product or that the warranty conditions are no longer met.

I would like to take advantage of the immediate provision of a replacement component

Additional remarks:

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## Your contact for INTILION

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