

Cell Complaint Report

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

Type of complaint

Mechanical damage	Change of shape	Overheating	Low capacity	High self-discharge
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 us details, application (EV, solar storage, other?)

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Battery installation and details of use

Used alone:	Used on series of	cells	Number of cycles performed:
Average discharge current:	Peak discharge current:		
Average charge current:	Peak charge current:		
Lowest voltage of the cell:	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:			



RMA FORM

Company name: VAT ID:

Street: Phone number:

City, Zip Code: E-mail:

Country:

	Device (product code or name)	S/N (serial number)	Invoice or Order Number	Error or problem description
1				
2				
3				
4				
5				
6				

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.

1. Please, fill in this form and send by email to tech@gwl.eu
2. Our technicians will process your request and they will inform you about the RMA number.
Please note that each complaint will be given a specific RMA number to describe the package.
3. Mark each package with the corresponding RMA number/numbers.
4. Send your package(s) to the following address:
GWL a.s. - technical department
Prumyslova 11, Praha 10
102 19 Czech Republic, EU
5. You will be informed about the RMA process by email.
6. Attention! All shipping costs related to sending the RMA package needs to be paid by the claimant!
We recommend shipping the RMA package back to you together with your next order – at no extra costs.
If you do not plan for next order, we suggest to ship by TNT at your expense.