



# WARRANTY CLAIM FORM & TROUBLESHOOTING

To request replacement under warranty due to manufacturer defect, a completed claim form & battery test sheet is required. Please provide all applicable information requested on this form and submit via a Support Ticket online at [www.rollsbattery.com](http://www.rollsbattery.com) by email to [support@rollsbattery.com](mailto:support@rollsbattery.com) or FAX to Rolls Technical Support Department at 902.597.8447. When a claim is received, qualified and approved by Rolls Battery Technical Support for replacement, all warranty processing and arrangements, including product sourcing and confirming any applicable shipping fees, will be facilitated by Rolls Battery Customer Service. When approved for full product replacement, re-stocking arrangements or account credit may be issued to a Rolls Battery distributor where applicable. A claim for replacement under warranty may not be approved in circumstances where the product in question is no longer available for testing, has been removed from an active system without sufficient troubleshooting, or where replacement has been issued and/or installed prior to submission and approval of the warranty claim. Contact Rolls Battery Customer Service at 1.800.681.9914 for assistance.

**NOTE: IT IS NOT NECESSARY TO RETURN DEFECTIVE BATTERIES REPLACED UNDER WARRANTY UNLESS OTHERWISE INSTRUCTED.**

CUSTOMER NAME:		DATE:	MM / DD / YYYY :
CUSTOMER ADDRESS:			
PHONE NUMBER:		EMAIL:	
DISTRIBUTOR/DEALER:		DATE OF PURCHASE:	MM / DD / YYYY :
COMPANY ADDRESS:			
PHONE NUMBER:		EMAIL:	

Terminal and Case Cover Date Coding - FLOODED: The manufacture date code is a four (4) digit number embossed or engraved on the battery. It is located on the top edge of 4000 Series battery models or stamped into the negative terminal of models with flag or Montreal-style terminals. In some incidences, a date code may be noted on each battery cell. Date code may also include a 5th character, noting the operator number. For Rolls AGM & GEL products, the manufacture date code is heat stamped on the top of the battery. This code represents the year, week and day of week the battery was manufactured as outlined below:

**FLOODED MODELS:** 1ST = DAY OF WEEK (1-5) - 2ND AND 3RD = WEEK OF YEAR (01-52) - 4TH = YEAR (7 = 2017) **GEL MODELS:** 1ST & 2ND = YEAR 3RD & 4TH = MONTH 5TH & 6TH = DAY  
**AGM MODELS:** "K" (1st Character) represents 2000 - 2ND & 3RD = SPECIFIC YEAR - 4TH & 5TH = WEEK OF YEAR (1-52) - 6TH & 7TH = DAY OF WEEK (1-5)

**NOTE:** Any additional characters are strictly factory/operator codes. If the date code is not visible, refer to the 8-digit date code printed below the model number on the product label.

BATTERY MODEL:		INSTALLATION DATE:	MM / DD / YYYY :
# BATTERIES IN SERIES:	# STRINGS IN PARALLEL:	SYSTEM VOLTAGE:	12V      24V      32V      48V
TOTAL AH CAP (BANK @ 20 HR):	ORIGINAL INSTALLATION:	OTHER:	YES      NO
BATTERY DATE CODE(S):		HAVE YOU COMPLETED A PRIOR WARRANTY CLAIM?	YES      NO
(see instruction above)		TICKET / CLAIM #	

## APPLICATION & CHARGE SOURCE

SELECT APPLICATION:	RENEWABLE ENERGY	MARINE	MOTIVE POWER INDUSTRIAL	RAILROAD DIESEL STARTER
RENEWABLE ENERGY TYPE:	OFF-GRID      GRID-TIED      HYBRID      BACKUP	*COMPLETE ALL RENEWABLE ENERGY SYSTEM INFORMATION BELOW		
MARINE APPLICATION & CHARGE SOURCE:	LOAD SIZE - (AMPS - WATTS/VOLTS):	Amps AC	SINGLE PHASE CHARGE:	
	LOAD TIME - (HOURS):	Hours		
AC CHARGE OUTPUT	VOLTS:	Volts	AMPS:	Amps
ALTERNATOR	VOLTS:	Volts	AMPS:	Amps
PV PANELS	WATTS:	Watts	QTY:	
WIND	VOLTS:	Volts	AMPS:	Amps
OTHER	VOLTS:	Volts	AMPS:	Amps
			CHARGER(S) MAKE:	
			CHARGER(S) MODEL:	
			CHARGE TIME (AVG):	
			CHARGE OUTPUT	VOLTS DC:      VDC      AMPS DC:      Amps DC
			FLOAT OUTPUT	VOLTS DC:      VDC      AMPS DC:      Amps DC

## RENEWABLE ENERGY SYSTEM INFORMATION

This information is necessary to troubleshoot and confirm proper system setup and adequate charging of the battery bank. If you are unfamiliar with these details or unable to complete, please refer to the equipment manufacturer or your system installer for assistance. Battery damage or failure due to improper system setup, programming, over or undercharging, and/or adherence to manufacturer recommended charging parameters or maintenance is not covered under warranty. See Rolls Battery Warranty for full terms & conditions.

RENEWABLE ENERGY CHARGE SOURCE(S):						CHARGE CONTROLLER & INVERTER MODELS:						
PV PANELS	VOLTS:	V	WATTS:	W	QTY:	CHARGE CONTROLLER(S) MAKE:						
WIND	VOLTS:	V	WATTS:	W	QTY:	CHARGE CONTROLLER(S) MODEL:						
OTHER	VOLTS:	V	WATTS:	W	QTY:	CHARGE CONTROLLER : OUTPUT	VOLTS DC:	VDC	AMPS DC:	A DC		
AC CHARGE SOURCE(S):						INVERTER(S) MAKE:						
GENERATOR	VOLTS:	V	WATTS:	W	TIME:	Hours	INVERTER(S) MODEL:					
GRID	VOLTS:	V	WATTS:	W	TIME:	Hours	INVERTER(S) OUTPUT	VOLTS DC:	VDC	AMPS DC:	A DC	
CHARGE CONTROLLER SETTINGS:						INVERTER/CHARGER SETTINGS:						
BULK	VOLTS:	V	AMPS:	A			BULK	VOLTS:	V			
ABSORPTION	VOLTS:	V	AMPS:	A	TIME:	Hours	ABSORPTION	VOLTS:	V	TIME:	Hours	
FLOAT	VOLTS:	V	AMPS:	A			FLOAT	VOLTS:	V			
EQUALIZATION	VOLTS:	V	AMPS:	A	TIME:	Hours	EQUALIZATION	VOLTS:	V	TIME:	Hours	
TOTAL AVERAGE DAILY POWER CONSUMPTION: (KWH/AC or AH/DC)								KWH/AC:			AH/DC:	
AMPS (WATTS/VOLTS):	Amps	V AC:	A DC	V DC:	VDC	# DAYS BETWEEN FULL CHARGE CYCLE:						



# BATTERY TEST SHEET

CHARGE %	SPECIFIC GRAVITY (25°C / 77°F)	OPEN CELL VOLTAGE	INSPECTION CHECKLIST:		DATE:	MM / DD / YYYY
100%	1.255 - 1.275	2.10	<b>TERMINAL CONNECTIONS (CLEAN, TORQUE)</b>		CLEAN AND INSPECT ALL BATTERIES FOR DAMAGE OR LEAKS. CHECK AND TOP ELECTROLYTE LEVELS. CLEAN AND INSPECT TERMINALS FOR CORROSION & RE-TORQUE.  TEST SPECIFIC GRAVITY OF ALL CELLS IN BATTERY BANK. NOTE CELL TEMPERATURE & VOLTAGE  OPEN CELL VOLTAGE READINGS SHOULD BE TAKEN AT FULL CHARGE (COOL - 2 HOURS REST) WITH NEGATIVE LEAD REMOVED.	
75%	1.215 - 1.235	2.08				
50%	1.180 - 1.200	2.04				
25%	1.155 - 1.165	2.01	<b>ELECTROLYTE (FLOODED MODELS) INSPECT, TOP UP AS NEEDED</b>			
0%	1.110 - 1.130	1.98	<b>BATTERY CONDITION TEMP SENSOR</b>			

AMBIENT TEMPERATURE: (°C or °F)				LOAD TEST				AMBIENT TEMPERATURE: (°C or °F)				LOAD TEST			
CELL #	SPECIFIC GRAVITY	CELL TEMPERATURE (°C or °F)	OPEN CELL VOLTAGE	EST. CURRENT DRAW (AMPS) AC or DC	LOADED VOLTAGE	CELL #	SPECIFIC GRAVITY	CELL TEMPERATURE (°C or °F)	OPEN CELL VOLTAGE	EST. CURRENT DRAW (AMPS) AC or DC	LOADED VOLTAGE				

⊕ ----- ⊖      READINGS TAKEN FROM POS (+) TO NEG (-) END OF BATTERY STRING      ⊕ ----- ⊖

1						25					
2						26					
3						27					
4						28					
5						29					
6						30					
7						31					
8						32					
9						33					
10						34					
11						35					
12						36					
13						37					
14						38					
15						39					
16						40					
17						41					
18						42					
19						43					
20						44					
21						45					
22						46					
23						47					
24						48					

ANY IRREGULAR OCCURANCES: (LIGHTNING, DRY CELLS, OVERHEATING, FULL DISCHARGE, COMPONENT/CONTROLLER FAILURE):

Notes: