



Compulsory Battery Warranty Claim Form

Name & Surname	
Company Name (if applicable)	
Installation Site Address	
Contact Numbers	
E-Mail Address	

For Sinetech (Pty) Ltd to thoroughly analyse the validity of a battery warranty claim, we require the following technical information:

1) What is the make and model of the battery?	
2) What is the battery purchasing date?	
3) How many batteries do you have in the system?	
4) What is the battery configuration (e.g. series and parallel connections)?	
5) What is the make and model of the inverter used in the system (if any)?	
6) What is the make and model of the battery charger used in the system?	
7) What are the following charging parameters set to:	
7.1) Absorption Voltage (for the constant voltage charging stage)?	V
7.2) Float Voltage?	V
7.3) Charging Current?	A
7.4) Is the equalization setting on the charger ON or OFF?	
7.5) What is the low cut off voltage set at?	V
7.6) Temperature Compensation (mV/°C/Cell)	mV/°C/Cell



8) What is the ambient temperature where the batteries are stored?	°C
8.1) Are the batteries in a temperature-controlled environment? If NO? (Historical weather data will be used to verify the provided info)	YES/NO
9) Is there any other equipment except the inverter / charger connected to the batteries? If yes, please specify the equipment?	
9.1) What was the longest period that the batteries were not connected to any charger?	
10) What are the following specs regarding the battery wiring:	
10.1) What gauge cable is used from each parallel bank to the DC termination? And what is the cable length?	
10.2) What gauge cable is used from the DC termination to the inverter? And what is the cable length?	
If there is a single battery string then only indicate the gauge and length in question 10.1)	

Should the batteries be used in a Solar PV system please also indicate the following parameters:

11) What are the following parameters regarding the PV solar panels:	
11.1) Make and Model?	
11.2) Panel Wattage?	W
11.3) Number of panels in the system?	
12) What is the make and model of the solar charge controller used in the system?	
13) What are the following charging parameters of the Solar Charge Controller set to:	
13.1) Absorption Voltage (for the constant voltage charging stage)?	V
13.2) Float Voltage?	V
13.3) Charging Current?	A
13.4) Is the equalization setting on the charger on or off?	
14) Is the system an independent off-grid system without any mains (e.g. Eskom or Municipal power) or is mains available to assist when necessary?	
15) What is the average daily yield of the Solar PV system in kWh?	kWh



16) What is the average daily consumption of the load connected to the system in kWh?	kWh
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17.) The following attachments are required (Indicate with a YES as attached or NO if not):

Clear photos of the battery installation showing all cables and terminations	
Screenshots of the configuration settings on inverters	
Screenshots of the configuration settings on the charge controllers	
For Victron setups attach the VEConfig File	
For systems online provide access to site monitoring	

Thank you in advance for taking the time to complete the above-mentioned information.

Please Note: Sinetech will not be able to thoroughly assess the validity of the warranty should the information as requested above be incomplete, we reserve the right to reject the warranty claim due to insufficient information.

By signing below the client acknowledges the fact that all information supplied above is correct. Should it be discovered that the information supplied above is incorrect, we reserve the right to reject the warranty claim.

Client Signature:

Date:

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