



TROJAN BATTERY COMPANY

Renewable Energy Warranty Claim Form

Date: _____

CUSTOMER INFORMATION

Name: _____ Company: _____

Address: _____

City: _____ State: _____

Country: _____ Phone: _____

Email: _____ Fax: _____

Briefly describe the nature of the warranty claim:

BATTERY AND INSTALLATION INFORMATION

Battery Model: _____ Battery Voltage: _____ Quantity: _____

System Voltage: _____ # of Batteries in Series: _____ # Strings in Parallel: _____

Purchase Date: _____ Install Date: _____ Install Location: _____

Is this the first set of batteries installed with the system? _____

If the answer is no, describe the problem with the original set of batteries.

SYSTEM INFORMATION

Configuration: Off-grid Hybrid Grid Tie Backup

TO RECEIVE WARRANTY SUPPORT FOR TROJAN BATTERY PRODUCTS USED IN RENEWABLE ENERGY APPLICATIONS, THE FOLLOWING INFORMATION IS REQUIRED:

- Completed Trojan Battery Renewable Energy Warranty Claim Form
- All available battery maintenance records
- Proof of purchase (such as a copy of a Trojan Commercial Invoice)
- Other supporting documentation including photographs if available

If you need assistance, please contact Trojan Battery Technical Support at +1-562-236-3045.



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Total average daily load (KWH/AC or AH/DC per 24 hour period): _____

Detailed description of system loads: _____

Load Description	AC or DC	Watts	Quantity	Hrs. / Day	Days / Week

Describe nature of all renewable energy system charging sources: _____

RE Charging Source	Quantity	Brand	Voltage	Watts
Solar				
Wind				
Hydro				

Describe nature of all AC system charging sources: _____

AC Charging Source	Voltage	Hz	Watts	Hours per Day
Generator				
Grid				

Describe system settings for charge controller and inverter / charger: _____

System Settings	Charge Controller			Inverter/Charger		
Mfg / Model						
Install Date						
BULK	Volts	Amps	Hours	Volts	Amps	Hours
ABSORPTION	Volts	Amps	Hours	Volts	Amps	Hours
FLOAT	Volts	Amps	Hours	Volts	Amps	Hours
EQUALIZATION	Volts	Amps	Hours	Volts	Amps	Hours

BATTERY TEST PROCEDURE LOG TABLES

Using the Battery Test Procedure Log tables below, record the data required in each of the test procedures below using Trojan approved test equipment. Note that specific gravity readings only apply to flooded batteries and cannot be taken for VRLA batteries.

Note: If filing warranty claim for multiple batteries it will be necessary to provide test results below for each battery.

Date: _____ Trojan Model: _____ Trojan Date Code: _____

Test Name	Initial Test Procedure	Instructions
Electrolyte Temperature		Fully charge battery prior to testing. After charging, record electrolyte temperature, battery open circuit voltage and specific gravity per cell. Note: Battery voltage and specific gravity should be taken with battery disconnected from all loads and charging sources for a minimum of 6 hours If all specific gravities are < 1.250, the batteries may be undercharged, recharge batteries and repeat Initial Testing Procedure before proceeding with Load Test #1.
Battery Open Circuit Voltage:		
Specific Gravity Cell Number 1		
Specific Gravity Cell Number 2		
Specific Gravity Cell Number 3		
Specific Gravity Cell Number 4		
Specific Gravity Cell Number 5		
Specific Gravity Cell Number 6		

The following tests provide additional information and should be conducted. Failure to provide discharge data may result in warranty claim denial.

Test Name	Load Test #1 Procedure	Instructions
Runtime in Minutes:		If you have a Trojan approved load tester, discharge battery at 25A to 1.75 VPC. After discharging, record runtime, electrolyte temperature, temperature corrected runtime, battery open circuit voltage and specific gravity per cell.
Electrolyte Temperature		
Temperature Corrected Runtime:		If you do not have an approved load tester, provide the battery voltage and specific gravity data after the battery has failed to provide the required load.
Battery Open Circuit Voltage:		
Specific Gravity Cell Number 1		
Specific Gravity Cell Number 2		
Specific Gravity Cell Number 3		
Specific Gravity Cell Number 4		
Specific Gravity Cell Number 5		
Specific Gravity Cell Number 6		

Test Name	Load Test #2 Procedure	Instructions
Runtime in Minutes:		Recharge batteries between 110% - 120% of discharged capacity and record battery open circuit voltage and specific gravity per cell. Discharge battery at 25A to 1.75 VPC. After discharging, record runtime, electrolyte temperature, temperature corrected runtime, battery open circuit voltage and specific gravity per cell. After discharging, record runtime, electrolyte temperature and temperature corrected runtime.
Electrolyte Temperature		
Temperature Corrected Runtime:		
Battery Open Circuit Voltage:		
Specific Gravity Cell Number 1		If the capacity has increased from the first test, the battery is considered undercharged and is not warrantable.
Specific Gravity Cell Number 2		
Specific Gravity Cell Number 3		
Specific Gravity Cell Number 4		
Specific Gravity Cell Number 5		
Specific Gravity Cell Number 6		

NOTE: Warranty claims for Trojan products will not be processed without proper documentation of test data and date codes.

Please mail the completed Warranty Claim Form, all available battery maintenance records and commercial invoice along with any other supporting documentation including photographs to the address below or via email to warranty@trojanbattery.com.

Trojan Battery Company
Attention: RE Warranty Department
4858-B Mercer University Drive
Macon, GA 31210
USA