* **Contact information(shipping address, phone number):**

If you could provide the information as detailed as possible, this will streamline the email process**:**

* **Product SN and the logger SN (If has)**
* **The distributor:**
* **Faulty phenomenon:**
	+ Could your battery system open?
	+ Could the relay close well?
	+ Is it occurred first time? If not, what time and how many times?
	+ Is the battery functioning normally?
	+ Have you replaced or repair it? If has, could you provide the RMA?
	+ If it has swollen/alarm light/voltage measurement/fault code, provide photo:
	+ If SOC series fault:
		1. The start time of the fault:
		2. Could it estimate exactly well?
		3. Could your battery fully charge?
		4. Are there any Sudden jumps or drops in SOC readings?
	+ If voltage fault(if you can measure the voltage):
1. The start time of the fault:
2. Which degree of the fault: can measure but abnormal, nearly to ZERO and NO DATA shown in the inverter screen, nearly to ZERO but RIGHT DATA shown in the inverter screen or others which need more detail?
3. What time your battery fully charges?
4. Which device you used to charge the battery?
	* If charging and discharging fault:
5. The start time of the fault:
6. Which degree of the fault: can charge but slowly, unable to charge, could not follow the charging command but can charge by other charger device?
7. What time your battery fully charge?
8. Which device you used to charge the battery?
	* **Usage information:**
	* Inverter Model and the method for communication(CAN,RS485,or other way):
	* Use Scenarios (such as Attic; Stairwell; Shed; Storage Room; Garage; Basement):
	* Application Scenarios(such as Self-generation & Self-use; Backup Power; Peak Shaving; Electricity Trading):
	* Life time of the battery usage and Battery usage frequency:
	* Has the battery been left unused for an extended period, such as more than six months without being charged?