



## WARRANTY DOCUMENT

**Rekoser Battery @ 2015**

# **1. Terms of Guarantee**

- 1.1. For any claim under warranty, the user must keep the original purchase document where the product serial number and purchase date indicated. No warranty herein can not be managed.**
- 1.2. Whitewall And Renewable Energy Solutions SL reserves the right to check with the vendor that the sale of the team originated data invoice. Any modification of the document to prevent data check date and serial number shall prevent the management of warranty claim.**
- 1.3. For each serial number tracking is done dates. The date of the purchase document must be consistent with the date serial number reported by the user.**
- 1.4. The degradation of battery capacity or its runtime by normal use is not covered by this warranty.**
- 1.5. The warranty covers failure do to defects in material or workmanship. It does not cover failure caused by abuse, neglect or breakage. The warranty does not cover consequential damage or injury, discharged batteries, rental, freight, labor or administrative costs.**
- 1.6. Strong external shocks or fractures in the computer case may void the warranty**

## **2. Duration**

- 2.1. The warranty is established for following the periods**
  - 2.1.1. RKE series - 2 years**
  - 2.1.2. RKC series - 2 years**
  - 2.1.3. RKG series - 2 years (3 year optional)**
  - 2.1.4. RKS series - 3 years (5 year optional)**
  - 2.1.5. RKV series - 3 years (5 year optional)**
  - 2.1.6. RKF series - 2 years (3 year optional)**
  - 2.1.7. RKL series - 2 years**
- 2.2. Is limited, transport costs borne by the user, to check / repair or replace with an item of similar characteristics, according to Whitewall renewable energy And Solutions SL, component found to be defective.**

## **3. Specific Terms and Conditions**

- 3.1. Once the user has ruled false failures after consulting the support section, the user must request a warranty incidence opening completing and submitting the forms and information required in-warranty support section of the website [www.rekoser.com](http://www.rekoser.com) or the following address: [support@rekoser.com](mailto:support@rekoser.com)**
- 3.2. Once Whitewall And Energy Renewable Solutions SL receives the request to open and verify all information via email will contact the user**

**for additional information or to confirm the collection of equipment.**

- 3.3. It is the responsibility of the user to proper packaging equipment to prevent damage during transport. External damage during transport could void the warranty agreement as described in the General Conditions.**
- 3.4. Whitewall And Renewable Energy Solutions SL agrees to use recognized transport agents.**
- 3.5. Once the goods are received at the workshop Whitewall And Renewable Energy Solutions SL they will be inspected to discard shock, misuse or unauthorized equipment openings. If so Whitewall And Renewable Energy Solutions SL immediately inform the user.**
- 3.6. If the article does not show signs of misuse and failure under warranty, Whitewall and Renewable Energy Solutions SL will make every effort to check, repair or replace the article shortest possible time warranty. The transport of return for a case under warranty runs account Whitewall Energy And Renewable Solutions SL.**
- 3.7. If, however, once received and reviewed the article is found to work well or that the problem is not attributable to the warranty, such as:**
  - 3.7.1. Normal Degradation batteries,**
  - 3.7.2. Number of cycles specified in data sheet exceeded**
  - 3.7.3. Battery failure out of warranty,**
  - 3.7.4. Beating, improper installation, open, among others,**
- 3.8. Whitewall Energy And Renewable Solutions SL will send the user a budget, according to fee schedule applicable to the user to cover the**

**costs of overhaul, repair and transport out of warranty.**

- 3.9. If the user does not approve the expenses out of warranty, Whitewall Energy And Renewable Solutions SL returned to service (normally paid on arrival by the user) Section at the address reported by the user when opening the incidence. If delivery fails to return 2 times through no fault or Whitewall And Renewable Energy Solutions SL or transport, is the user's own collection by equipment in the workshop of Whitewall And Renewable Energy Solutions SL.**
- 3.10. Items not removed by users will remain in the workshop Whitewall And Renewable Energy Solutions SL for up to 60 days. After such reasonable period, the teams will be discarded without being able to make any subsequent claim to Whitewall Energy And Renewable Solutions SL by the team or its value.**
- 3.11. The terms and conditions of this warranty may not be modified or extended by third parties.**
- 3.12. Whitewall Energy and Renewable Solutions's liability in any case is limited to the purchase price paid for the product claimed.**

# Contacts

## Rekoser Battery

**Av. Jacobo Camarero s/n nave 4**

**18220 Albolote, Granada**

**Spain**

**Telephone: +34 958 04 29 73**

**Email: [info@rekoser.com](mailto:info@rekoser.com)**

**Website: [www.rekoser.com](http://www.rekoser.com)**

## Customer Service

**Telephone: +34 958 04 29 73**

**Email: [sales@rekoser.com](mailto:sales@rekoser.com)**

## Technical Service

**Telephone: +34 958 04 29 73**

**Email: [support@rekoser.com](mailto:support@rekoser.com)**

## **Annex 1.**

# **Battery Regular Maintenance Record**



## Battery Regular Maintenance Record

Type			Place		
Status			Number of Battery		
Total Voltage (V)		Current (A)		Temperature	
No.	Voltage (V)		No.	Voltage (V)	
1			13		
2			14		
3			15		
4			16		
5			17		
6			18		
7			19		
8			20		
9			21		
10			22		
11			23		
12			24		
<b>Check by sight</b>					
<b>Result</b>					
<b>Tester:</b>			<b>Date:</b>		

## **Annex 2.**

# **Warranty Claim Form**

# Warranty Claim Form

Please complete the following form and send it With The Battery Regular Maintenance Record to [support@rekoser.com](mailto:support@rekoser.com) With The subject: (Warranty Claim Form) (Customer)

## Customer information

<b>Company</b>		<b>Date of Claim</b>	
<b>Customer name</b>		<b>Telephone number</b>	
<b>Customercountry</b>		<b>Email address</b>	

## Battery information

<b>Battery series</b>		<b>Battery model</b>	
<b>Battery code</b>		<b>Date of installation</b>	
<b>Quantity</b>		<b>Remark</b>	
<b>Cause of failure</b>	<b>A: Short back up time</b>	<b>B: Electrolyte leakage</b>	<b>C: Others (specify below)</b>
<b>Other</b>			
<b>Notes</b>			

## Use information

<b>Application</b>		<b>Charging source</b>	
<b>Voltage</b>		<b>Watts</b>	