

# RESHIPMENT - BATTERY



## Manual

1. Complete the service card attached below.  
**Note:** Only second page of this document is required.  
Fill in as much data as possible.
2. Use a safe package for the battery. If possible use the original package.  
Put the service card and a copy of your **purchase receipt** into the package.
3. Send the battery back to our service department.

## Contact

ANSMANN AG  
FAO E-Bike Customer Service  
Industriestraße 10  
D - 97959 Assamstadt

Deutschland / Germany

Telefon: +49 (0) 6294 4204 5956  
Fax: +49 (0) 6294 4204 4700  
E-Mail: e-bikeservice@ansmann.de

## Packaging

**Note:** According to the German parcel services, a package must survive a drop from a height of 80cm without damage.

### Battery:

- Pack the battery safe to transport, if possible use the original box.
- Because Lithium batteries are dangerous goods, packages have to be conform to UN standard.

### Charger:

- In case of capacity and charging problems, please send the charger with the battery.

## Costs

**ATTACH A COPY OF PURCHASE RECEIPT! WITHOUT PURCHASE RECEIPT THERE IS NO POSSIBILITY OF HANDLING.  
To guarantee a correlation the motor-number has to be on the purchase receipt.**

- If ANSMANN AG **doesn't** detect any fault at the battery or is it out of warranty, an amount of 45,00€ net will be charged for inspection. (all-inclusive price)
- If there is **no** case of warranty we offer to complete service actions.  
Service actions will be continued up to an amount of **80€** net without consultation.  
This service will be charged on time and material basis. The above-mentioned all-inclusive price is included in this costs.
- Included is: Battery and system check, capacity test and functional test, as well as all labour costs.
- **There is no pick-up service from abroad.**
- We **won't** accept packages without the proper postage.
- If we can't repair **the** battery it is not possible to send it back, because it is defective dangerous goods.

## Note

### ATTENTION!

It is not allowed to transport damaged batteries by a parcel service  
You have to dispose it by an local disposal company or the battery have to be picked up by disposal company.

\* Damaged lithium batteries are e.g. batteries where the cells are deformed or leak.

# SERVICE CARD - BATTERY



## Contact details

### Delivery address:

ANSMANN AG  
FAO E-Bike Customer Service  
Industriestraße 10  
D - 97959 Assamstadt  
Deutschland / Germany

Telefon: +49 (0) 6294 4204 5956  
Fax: +49 (0) 6294 4204 4700  
E-Mail: e-bikeservice@ansmann.de

Incoming goods department: No.:

### Sender:

Company: \_\_\_\_\_

Contact person: \_\_\_\_\_

Street / House no.: \_\_\_\_\_

ZIP / city: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

You customer: \_\_\_\_\_

Your document no.: \_\_\_\_\_

Opening hours: \_\_\_\_\_

### Return address (if different):

Company: \_\_\_\_\_

Contact person: \_\_\_\_\_

Street / House no.: \_\_\_\_\_

ZIP / city: \_\_\_\_\_

## Battery

Part-No.:	AWB / Serial no.:
Production date:	Capacity (mAh/Ah):
Charger (optional):	

## Error / Defect

Mark main fault with a cross	Detected Repaired	Mark main fault with a cross	Detected Repaired
<input type="checkbox"/> Battery test / Function test / Capacity test	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Charge socket	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Low range	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Housing broken / mechanical fault	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> No charge / discharge	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Seal	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Deep discharged	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Charge indicator / LED no function	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Voltage drop / power drops under load	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Welding connector	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Switch	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> BMS (Battery Management System)	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Loose connection / LED flashing	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Temperature sensor	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> No communication	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Fuse	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Lock defective / lost key	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/>

Description of fault / Notes:

## Costs

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## Customer Service

<input type="checkbox"/> Scrap	<input type="checkbox"/> Repairing	<input type="checkbox"/> Warranty	<input type="checkbox"/> Good will	<input type="checkbox"/> OK
Offer at:	Confirmation at:	New Battery:		
Costs:	Date / acronym:			

Date, Signature, Stamp