



Returned Materials Authorization

Factory Warehouse _____

FW RMA Ref.#	Date	Customer Name	Customer Address	Phone Number	Customer Email
Equip't Make	Model #	V.I.N#	OEM or After Market adj: OE/AS	Commercial or Personal use	Inter-FW follow up required
1) Battery type	2) Battery type	3) Battery type	4) Battery type	5) Battery type	6) Battery type
Code	Code	Code	Code	Code	Code
Serial#	Serial#	Serial#	Serial#	Serial#	Serial#
Veh. or Battery Purchase Receipt verified	Veh. or Battery Purchase Receipt verified	Veh. or Battery Purchase Receipt verified	Veh. or Battery Purchase Receipt verified	Veh. or Battery Purchase Receipt verified	Veh. or Battery Purchase Receipt verified
Pre test voltage	Pre test voltage	Pre test voltage	Pre test voltage	Pre test voltage	Pre test voltage
Pre test observations	Pre test observations	Pre test observations	Pre test observations	Pre test observations	Pre test observations
Test Voltage	Test Voltage	Test Voltage	Test Voltage	Test Voltage	Test Voltage
Test IR	Test IR	Test IR	Test IR	Test IR	Test IR
Load Test Amps / Seconds Held	Load Test Amps / Seconds Held	Load Test Amps / Seconds Held	Load Test Amps / Seconds Held	Load Test Amps / Seconds Held	Load Test Amps / Seconds Held
Load Test OCV observed	Load Test OCV observed	Load Test OCV observed	Load Test OCV observed	Load Test OCV observed	Load Test OCV observed
Tear down Y / N	Tear down Y / N	Tear down Y / N	Tear down Y / N	Tear down Y / N	Tear down Y / N
Conclusion / Result	Conclusion / Result	Conclusion / Result	Conclusion / Result	Conclusion / Result	Conclusion / Result

Additional Notes:



Return Materials Authorization Form Instructions and Explanations

Factory Warehouse (FW)	The name of your business (Factory Warehouse Licensee)
FW RMA Ref.#	Your internal tracking number for this RMA.
FW Contact name	Who can be contacted if there are questions about this RMA. Who within your org can answer any questions about this RMA and services if required?
Date	The date of the RMA
OEM Name	Who is the OEM. This is OEM manufacturers name, not the dealers name.
Customer Name	Who is the owner of the equipment being serviced. Who is paying the bill? (May be the OEM, the OEM Dealer, a university, an end user)
Customer Address	Where did the service take place?
Phone Number	What is the phone number of the party being serviced
Customer Email	Email of the party being serviced
Equip't Make	Equipment type
Model #	Equipment model number
V.I.N#	Equipment VIN number
OEM or After Market adj; OE/AS	Is this service being provided on an unit installed as original or an after market replacement
Commercial or Personal use	Is this machine in commercial or personal type service
Inter-FW follow up required	If you need to follow up with another FW or the original FW who is it?
Battery type	Discover part number
Code	Discover production code
Serial#	Discover serial number
Veh. or Battery Purchase Receipt verified	The customer have a receipt (Y/N) and what was the date. If no then you should comment in "Additional Notes" on what basis you determined responsibility
Pre test voltage	Battery voltage before testing
Pre test observations	Your professional judgment
Test Voltage	Was the battery charged and then retested? What was the new pre-test voltage
Test IR	Did you get an internal resistance reading?
Load Test Amps / Seconds Held	What type of load test did you do?
Load Test OCV observed	What the voltage during discharge? Did the voltage fall off or what level did it maintain?
Tear down Y / N	Did you tear it down later?
Conclusion / Result	What was your final determination?
Additional Notes	Was there something special about this RMA? Were you requested by the responsible FW or Discover corporate to do something out of the ordinary? Do you have any additional thoughts about this RMA, the equipment, the customer, etc.?