

# Technical Support- Initial Questions Rev 01

## Customer Information

Customer Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Purchased from Lithionics Battery? Yes  No  Lithionics Contact: \_\_\_\_\_  
Purchased from a dealer? Yes  No  Dealer Name: \_\_\_\_\_

## Vehicle Information

If a Recreational Vehicle:  
Make \_\_\_\_\_ Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Please list Model and Serial numbers of Modules and External BMS

Model #	Serial #

### Please list Model and Serial numbers of Batteries with Internal BMS

Model#	Serial #

Please list all charging sources:


Please give a brief description of the issue:


Has the battery been in constant use? \_\_\_\_\_

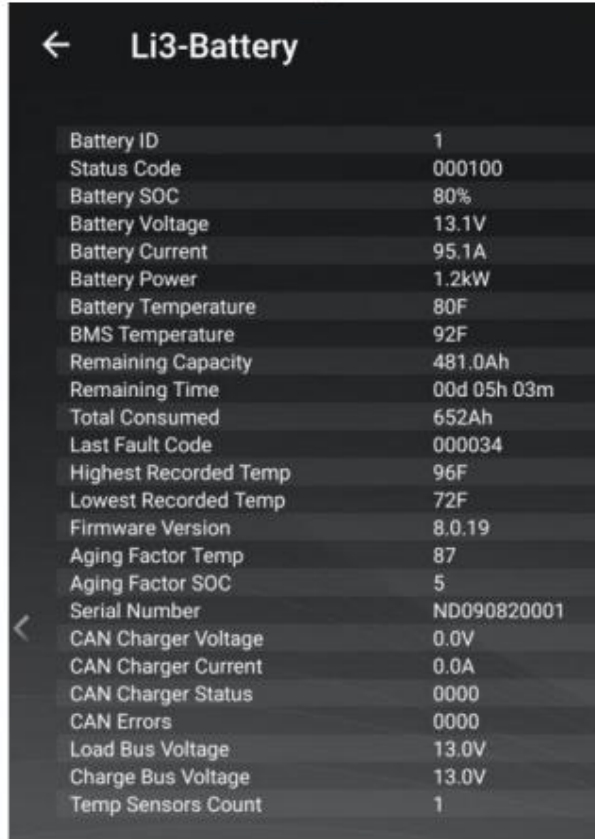
Is the issue occurring during charge or discharge? \_\_\_\_\_

Do you have the Bluetooth App? Yes  No

If no, do you have the Lithionics State of Charge Display? \_\_\_\_\_

Please enter 6-digit code from the display:     R-    

**\*If you have the Bluetooth App, please include a screenshot as an attachment of details screen on the Bluetooth app if possible. Swipe left to get to this screen. See example below:**



Additional Notes	