



ADVANCE ENERGY, INC.

dba Thunder Power

7-19-2K7

To our valued dealers/distributors:

We wish to thank you for your support of our products. In an attempt to better serve both you and your customers and improve our products, we need your support with our warranty procedure. This new procedure should streamline the process greatly and help reduce confusion.

DEALER/DISTRIBUTOR RETURN POLICY

- It is Thunder Power's policy to have end users work directly with us. However, if the DEALER/DISTRIBUTOR chooses to act as a middle man, then the DEALER/DISTRIBUTOR needs to comply with all elements of this policy in order to be reimbursed. Please see the tables below for warranty classifications (RMA codes). This will help you to determine if it is best for you or your customer to work directly with Thunder Power.
- Under NO CIRCUMSTANCES will crashed or physically damaged packs be covered under warranty between DEALER/DISTRIBUTORS and end users. These items will fall under a special classification (as listed below) and Thunder Power will handle them on an individual basis. Those customers need to contact Thunder Power directly.
- All items MUST be accompanied with a completed DEALER/DISTRIBUTOR RMA Form (see page 5 below). DEALER/DISTRIBUTOR RMA forms need to be printed And sent in with the returned product.
- DEALER/DISTRIBUTOR RMA forms must be filled out completely and SIGNED by your customer.
- Each DEALER/DISTRIBUTOR RMA must have a receipt (copies are fine but must be authenticated by you).
- DEALER/DISTRIBUTOR RMA Form and returned product should be sent to your sales representatives' attention. Do not return to "Warranty at Thunder Power".
- Reimbursement can be in the form of replacement product or credit towards future purchase.

Use these codes for Batteries

DEALER/DISTRIBUTOR RMA codes

Items in red should be referred to Thunder Power directly, and **not** returned by DEALER/DISTRIBUTORS

Use your best judgment; do not send any product that you feel is unsafe. In these cases a picture must accompany the RMA Form. Items in red require the end user to contact Thunder Power directly.

1001 Over discharged: Usually the battery will show signs of heating, loose shrink wrap , most likely all cells will appear wrinkled. Check the voltage, under 2.8V/cell is bad.

1002 Over charged: Usually all cells in the pack will appear puffed.

1003 Puffed cells: Similar to over charging but typically not all cells will be affected.

1004 Crash damage: Pack is physically distorted or may be ruptured and leaking fluid which is usually accompanied with a sweet smell.

1005 Burnt: Can be caused by shorts, both internal and external, overcharging etc.

1006 Broken balance wires

1007 Power wire pulled loose , may be crash damaged, use your best discretion.

1009 Distorted/damaged from shipping

1010 Dead battery, acts open, will not take a charge.

1011 Will not balance, one or more cells has gone bad.

1014 Leaking cells, usually accompanied by a sweet smell and/or fluid.

1018 Shrink wrap torn

1020 Performance loss

Use these codes for Chargers

DEALER/DISTRIBUTOR RMA codes

Items in red should be referred to Thunder Power directly, and **not** returned by DEALER/DISTRIBUTORS

2001 Dead, does not respond at all when plugged in.

2002 Input power fault displayed on screen

2003 Output power fault displayed on screen

2004 Screen blank

2005 Fan inoperable

2006 Screen distorted or broken

2007 Will not charge at max amps - Please check this. For example, a 1010 will only charge at 10 amps when charging 5 cells or less. Chargers have maximum power throughput.

2008 Cables cut

2009 Customer modified

2010 Burnt

2011 Connector broken

2012 Does not communicate with balancer

2013 Issues with loading new firmware from website. May simply need a resistor from Thunder Power to solve.

Use these codes for Balancers

DEALER/DISTRIBUTOR RMA codes

3001 Dead

3002 Bad LED's

3003 Does not discharge cells

3004 Discharges wrong cells

3005 Connector broken

3006 Does not communicate with charger

3007 LED's always on

3008 Burnt

Dealer/Distributor RMA Request Form

Dealer/Distributor Name:

IMPORTANT: All information below must be filled out by the customer

First Name:

Last Name:

Address:

City:

State:

Postal Code:

Country:

Primary Phone:

Secondary Phone:

Email Address:

Best Method
of Contact:

Phone
Email

IMPORTANT: To reduce delays please add the date of purchase and fill out all information.

Product 1:

RMA code (see policy for list):

Problem Description:

Note: For All battery returns please indicate the Following:

What Charger was Used

What Balancer was Used:

Product 2:

RMA code (see policy for list):

Problem Description:

Note: For All battery returns please indicate the Following:

What Charger was Used

What Balancer was Used:

Product 3:

RMA code (see policy for list):

Problem Description:

Note: For All battery returns please indicate the Following:

What Charger was Used

What Balancer was Used:

By signing this page you represent that all such information is true and correct to the best of your knowledge

X

Signature Required