Pre-RMA testing BatteryProtect

7. Pre-RMA test form - BatteryProtect

1. General

Product, system and fault information	
Date	
Model Number	
Serial Number	
Date of installation (if known)	
Date of failure (if known)	
Battery type, brand name and overall capacity (if known)	

2. Initial check

Initial check		
Does the unit have mechanical damage to its housing?	☐	Yes, no warranty.
	☐	No.
Does the unit have burn marks or melting marks on its housing, or does it smell burned?	☐	Yes.
	☐	No.
Does the unit have mechanical or burn damage to its electrical connectors?	☐	Yes, no warranty.
	☐	No.

3. First power up

Power the unit up and check		
Check if the remote link is in place; if not, place the link.	☐	The link was placed.
	☐	The link was not placed and has now been placed.
Power the BatteryProtect by connecting the input terminal and the negative wire to a current limited 12 or 48V (depending on the model) power supply or battery with a DC fuse. Is there a DC shortcircuit?	☐	Yes, lodge a warranty claim.
	☐	No.

4. Bluetooth

Bluetooth check		
Is the product a "Smart" product, i.e., does it have built-in Bluetooth?	☐	Yes.
	☐	No, go to step 6.
Is Bluetooth active, i.e., do you see the unit listed in the device list of the VictronConnect app?	☐	Yes, go to step 5.
	☐	No.
If Bluetooth is not active, it is unlikely to be a faulty Bluetooth module. More likely, Bluetooth has been turned off in the VictronConnect settings. To re-activate Bluetooth: • Program the BatteryProtect to the "h" setting via its "PROG" terminal. For more information, see the product manual. Is Bluetooth active now?	☐	Yes, go to step 5.
	☐	No.

Bluetooth check	
If Bluetooth is still not active, rule out the following: • Are there problems with your phone or tablet? • Are you within Bluetooth range? • Only one phone or tablet can connect via Bluetooth at a time; is perhaps another phone or tablet already connected? • Consult the product manual and the VictronConnect manual to try to resolve the Bluetooth issue. Is Bluetooth active now?	☐ Yes. ☐ No, lodge a warranty claim.

5. Firmware

Update the firmware	
Connect via Bluetooth to the VictronConnect app and navigate to the unit. Is this possible? In case the PIN code is unknown, reset the PIN code. For information on how to do this, see the VictronConnect manual.	☐ Yes. ☐ No, not possible; lodge a warranty claim.
Check if the firmware is up to date. If the firmware is not up to date, update the firmware to the most recent version using the VictronConnect app: • Go to the VictronConnect settings page. • On the settings page, click on the "3 dots" symbol in the top right-hand corner. • Select "Product info". • On the product info page, check and/or update the firmware.	☐ Yes, the firmware has been updated. ☐ Yes, the firmware was already up to date. ☐ No, not possible to update the firmware.

6. Functionality

BatteryProtect functionality check	
Does the BatteryProtect display any errors? If so, try to resolve the errors by consulting the product manual. Did it get resolved?	☐ No errors. ☐ There were errors, but they were resolved. ☐ There were errors, but they were not resolved.
Write down the error number and name.	☐ No errors. Error number: Error name:
Program the BatteryProtect to setting "P1".	☐ Done.
Measure the output voltage. Is this voltage the same as the supply voltage?	☐ Yes. ☐ No, lodge a warranty claim.
Decrease the input voltage to 9, 18 or 36V (depending on the model). Does the output turn off after 90 seconds?	☐ Yes. ☐ No, lodge a warranty claim.
Increase the input voltage to 13.5, 27 or 54V (depending on the model). Does the output turn back on?	☐ Yes. ☐ No, lodge a warranty claim.
Increase the input voltage to 16, 32 or 64V (depending on the model). Does the output turn off?	☐ Yes. ☐ No, lodge a warranty claim.

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BatteryProtect functionality check		
Decrease the input voltage to 12, 24 or 48V (depending on the model). Does the output turn back on?	☐	Yes.
	☐	No, lodge a warranty claim.

Remote check		
Remove the wire link, does the BatteryProtect turn off?	☐	Yes,
	☐	No, lodge warranty claim.
With the wire link removed, connect the L terminal to the negative of the DC supply. Does the BatteryProtect turn on? Refer to the product manual to locate the L terminal.	☐	Yes,
	☐	No, lodge warranty claim.
With the wire link removed, connect the H terminal to the positive of the DC supply. Does the BatteryProtect turn on? Refer to the product manual to locate the H terminal.	☐	Yes,
	☐	No, lodge warranty claim.

7. Remarks

Provide additional fault information or add issues not already covered in earlier questions

8. RMA lodgement

For your information purposes, provide details after lodging the RMA		
RMA type:	☐	Warranty claim.
	☐	Non-warranty repair or replacement request.
RMA lodgement date		
Victron Energy RMA number		
Your reference number		

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