



WWW.EMPIRESIDENTIFIC.COM
4504 E. HILLSBOROUGH AVE, TAMPA, FL 33610

QUALITY ASSURANCE FORM

The purpose of this form is to record and diagnose any underlying issues with Empire Scientific products, and maintain high quality standards. Please fill-out this form to the best of your ability. The more specific you are; the quicker we can resolve any issues. You may e-mail this completed form to your assigned sales representative, or QAform@emprescientific.com. You can also fax the form to 1-800-343-5733.

GENERAL PRODUCT INFORMATION

DATE _____	EMPIRE SCIENTIFIC PART# _____	CUSTOMER# _____	ORDER# _____	RMA# _____
BATCH CODE: _____				
DATE CODE: _____				
MANUFACTURER: _____				
OEM DEVICE MODEL#: _____				
OEM BATTERY MODEL#: _____				
OEM CHARGER MODEL#: _____				
MOBILE CARRIER/ORIGIN COUNTRY: _____				

Where can I find the Batch Code?
Batch codes are normally stamped on the label of the product. The most commonly used batch code consists of six digits with a two letter suffix. For Example: 123456AB

Where can I find the Date Code?
The 'date code' is a white sticker placed on the battery that consists of a dial made of numbers. The numbers represent a monthly calendar with the year printed in the center of the dial. The number replaced by a '•' is the month the product was shipped. For Example: January 2016

DETAILED INCIDENT REPORT

TYPE OF ISSUE: FIT | COMPATIBILITY | CAPACITY | ZERO VOLT | X-REF | CHEMISTRY | OTHER

IF FIT ISSUE:

Was label on the battery causing the fit issue?
Is the size different from OEM product? (Please specify dimensions)
Does the battery appear swollen?

IF COMPATIBILITY ISSUE:

What is the current version of the firmware/software of the device?
Where did you find the device cross referenced to our battery?
Please specify error/feedback from the device.

IF CAPACITY ISSUE:

Was the battery tested on a Battery Analyzer?, If Yes, Please specify make and model of the analyzer, and final results of the tests performed. See Cadex Memo (LS41-R2) for more details or an immediate diagnosis.

IF ZERO-VOLT BATTERY ISSUE:

Was the battery fully charged in device before use?
Did you try 'boosting' the battery to determine if it is a 'sleeping battery'?
See Cadex Memo (LS41-R2) for more details or an immediate diagnosis.

DETAILED REPORT:

CUSTOMER

_____	_____	_____
CUSTOMER NAME	COMPANY NAME	PHONE/E-MAIL

INTERNAL

FOR EMPIRE INTERNAL USE ONLY | *This section is only to be completed by Empire Scientific employees. Customers must leave this section blank.*

EMPIRE SCIENTIFIC COMMENTS:

_____	_____	_____
QA/QC PERSONNEL	EMPIRE SALES CONTACT	DATE RESOLVED/INITIALS