



OFFICIAL REPAIR REQUEST FORM

IF YOU ARE HAVING AN ISSUE WITH A BATTERY SAVER PRODUCT, WE'RE HERE TO HELP!

PLEASE SEND YOUR UNIT IN FOR REPAIR AT THE ADDRESS LISTED BELOW, NOT THE CALIFORNIA ADDRESS THAT MAY BE ON THE BACK OF YOUR SAVER UNIT. IF YOU NEED HELP, YOU MAY CONTACT EMAIL US AT [INFO@GRANITEDIGITAL.COM](mailto:info@granitedigital.com) AND WE WILL ATTEMPT TO TROUBLESHOOT THE ISSUE. PLEASE ALLOW 24 - 48 HOURS TO RESPOND.

PART NUMBER

FULL NAME

EMAIL ADDRESS

PHONE NUMBER

RETURN ADDRESS

DESCRIBE THE ISSUE

(USE BACK SIDE IF NEEDED)

PLEASE SEND REPAIRS TO THE FOLLOWING ADDRESS:

ATTN: BATTERY SAVER
32121 W M-28,
ECKERMANN, MI 49728

SEND UNIT ONLY
(DO NOT INCLUDE CABLES
OR BRACKETS UNLESS REQUESTED)

* WE RECOMMEND USING USPS GROUND ADVANTAGE TO SHIP. THIS CAN SAVE YOU \$20+ AS FED-EX AND UPS WILL CHARGE SURCHARGES.

A FEW THINGS TO TRY FIRST...

1. FOR NEW UNITS, PLEASE MAKE SURE TO REMOVE THE CLEAR PLASTIC FILM AND BLUE LCD STICKER ON THE FRONT OF THE CHARGER, MAINTAINER AND TESTER.
2. CHECK TO MAKE SURE THE AC POWER LIGHT (BLUE LED) IS ON SOLID
3. IF THE CHARGER'S LCD TESTER SCREEN READS "ERROR" OR THE LED FAULT IS ON SOLID, THE ISSUE MAY BE THE BATTERY. YOU COULD TRY ATTACHING THE CHARGER, MAINTAINER AND TESTER TO ANOTHER VEHICLE TO OBSERVE IF THE UNIT BEHAVES IN A SIMILAR MANNER.
4. ON NON-TESTER MODELS (WITHOUT LCD DISPLAY), THE STATUS LIGHT (YELLOW LED) SHOULD COME ON SOLID AFTER 1 - 2 WEEKS OR THERE IS A PROBLEM WITH YOUR BATTERY OR BATTERY SYSTEM.
5. ON LCD TESTER MODELS (WITH BIG BLUE LCD SCREEN), THE FULL LIGHT (GREEN LED) SHOULD COME ON SOLID AFTER 1 - 2 WEEKS OR THERE IS A PROBLEM WITH YOUR BATTERY OR BATTERY SYSTEM.