HARDY BARTH
emobility

eCHARGE Hardy Barth GmbH
Leinberg Straße 14
92262 Birgland
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support@echarge.de

COMPLAINT FORM

Delivery note/order number : (if ordered from eCharge)	Date:
Wholesaler	

Wholesaler ☐	Installer ☐	End customer ☐
company:		
name, first name:		
street:		
area code, Location:		
contact person:		
Phone:		
fax:		
e-mail:		

Typ	☐	cPμ2	☐	cPH2	☐	cPP2

Number of ports	☐ 1T	☐ 2T	☐ 3T	☐ 4T	
Power per port In kW	☐ 3,7	☐ 4,6	☐ 7,4	☐ 11	☐ 22
eCB1 installed (house connection)	☐ Yes		☐ No		
LEDs light up?	☐ red		☐ yellow		☐ not at all
RFID installed if yes:	☐ Yes		☐ No		
Unlockable?	☐ Yes		☐ No		

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Optical defects/
Utility clocks   ☐ Yes   ☐ No

     if yes where: _____

Are the status LEDs on the board light up?
In the interior?   ☐ Yes   ☐ No

     if yes which: _____

Modem installed?   ☐ Yes   ☐ No

LEDs on the modem light up?   ☐ Yes   ☐ No

Type Description: (e.g. cPH2, cable)	Seriealno. (if available)	problem

For effective troubleshooting, a detailed error description is required.
- Which component is affected?   (e.g., card reader)
- How does the error manifest?   (e.g., card doesn't initiate a charging process, status light doesn't indicate)
- Under what circumstances does the error occur?   (e.g., only when using an RFID card of type "XY")

The problem has been reported to the wholesaler / installer:
                ☐ Yes   ☐ No

The defective product was looked at by the installer:
                ☐ Yes   ☐ No
if "No": Please contact your installer / the electrician in charge first.

_____   _____
Date, signature customer   Date, signature eCHARGE