

PRE-ASSESSMENT FORM

POWERING YOUR ADVENTURES

Dealer		Tech Name	
Date		Item Nomenclature	
BMPRO Ticket # (if applicable)		Unit VIN	
Date of Manufacture		Date of Purchase	

Complaint:
Cause:
Requested Correction:

TROUBLESHOOTING / EVIDENCE CHECKLIST

The checklist below should be used to help ensure that any warranty claims have been properly investigated and validated prior to being submitted.

APPLICABLE ITEM	CHECK / EVIDENCE	COMPLETED	N/A
Node / Controller	Update App and Firmware	<input type="checkbox"/>	<input type="checkbox"/>
Controller	Charge for a minimum of 4 hours	<input type="checkbox"/>	<input type="checkbox"/>
Controller	Controller fault diagnosis followed	<input type="checkbox"/>	<input type="checkbox"/>
Controller	Photos supplied as per fault diagnosis	<input type="checkbox"/>	<input type="checkbox"/>
Controller	Removal guide followed. NOTE: We do not authorize removal of the Android tablet from the Controller housing for any purpose, including troubleshooting or charging externally.	<input type="checkbox"/>	<input type="checkbox"/>
Node	100% certainty that "System" AND "Motor" power inputs are receiving AT LEAST 12V	<input type="checkbox"/>	<input type="checkbox"/>
Node	Photo of entire front of Node	<input type="checkbox"/>	<input type="checkbox"/>
Controller	Photo of entire back of Controller	<input type="checkbox"/>	<input type="checkbox"/>
Node	Verify motors are not "locked out" due to pins 62 or 64 receiving power.	<input type="checkbox"/>	<input type="checkbox"/>
Node / Controller	Using the controller on the wall, navigate to about "About SYSTEM" in the General Settings menu in the JAYCOMMAND app and annotate the Node "Master-uC" revision AND the APP "Version Number".	Master uC <input type="text"/>	Version Number <input type="text"/>