Opening and following a support case

Ask Batterieslab for help with a battery from Battery Monitor, add photos, and follow the replies.

A support case is a conversation with Batterieslab about one of your batteries. Open one for a warranty claim, an alarm that keeps coming back, or any question about your battery.

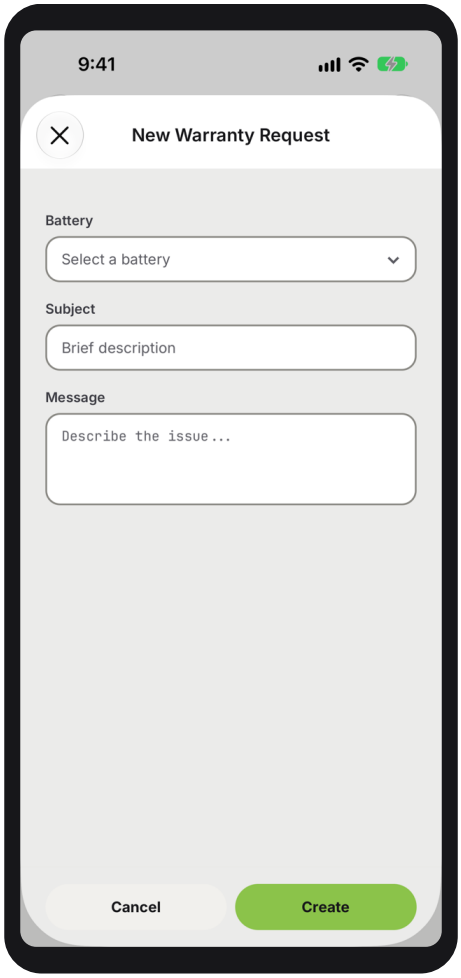
Open a case

1 Start from the battery or from Settings

On a registered battery you own, tap ï→ **Warranty request**. Or open **Settings → My cases** and tap **+**.

2 Fill in the request

Choose the **Battery**, write a short **Subject**, and describe the problem in **Message**: what happened, when, and what the app showed.



New Warranty Request

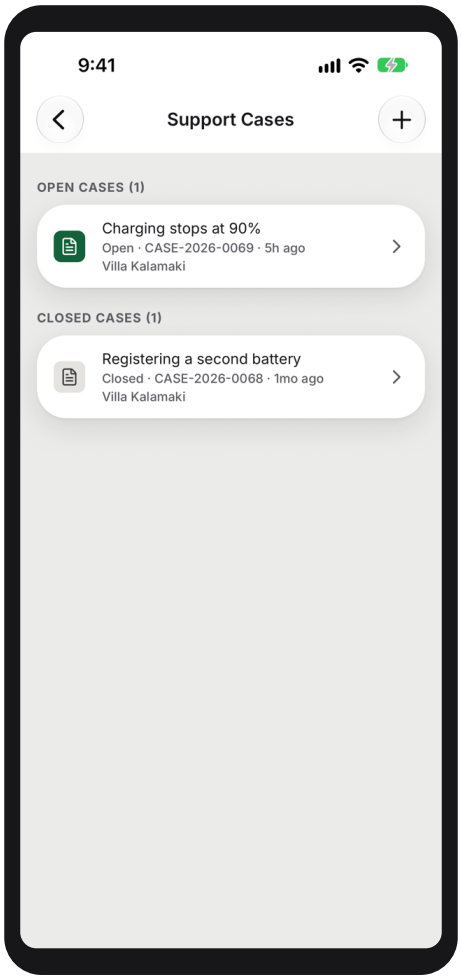
3 Tap Create

The case gets a number such as **CASE-2026-0042**. We are told at once.

You need to be signed in with an account, and the battery must be registered to you. If you bought it second-hand, take it over first.

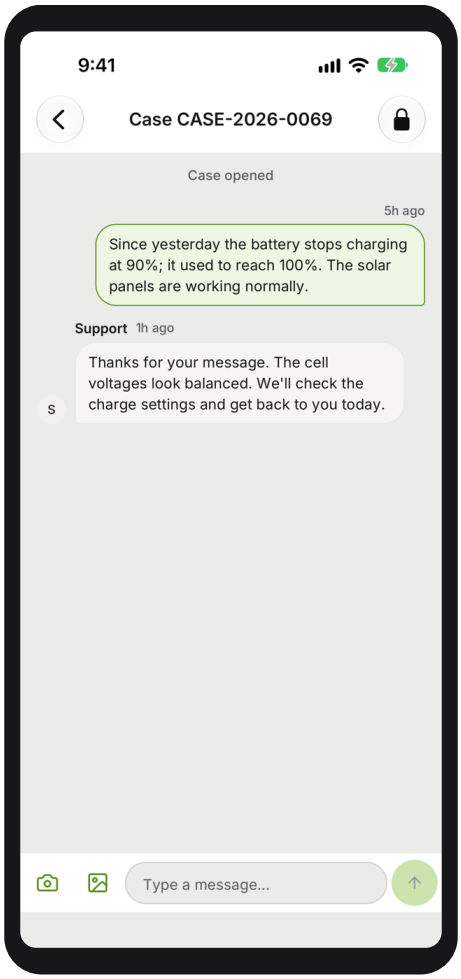
Follow and reply

Settings → My cases lists your **Open Cases** and **Closed Cases**. Open a case to see the conversation.



Support Cases

- Type in **Type a message…** and send.
- Add pictures with **Take a photo** or **Attach photos**: photos (JPEG, PNG, HEIC, WebP) and PDF files, up to 20 MB each. A photo of the battery, its label or the installation often saves a round trip.
- Replies from Batterieslab, and from your installer or dealer if they follow the battery, show as **Support**.



Case

You get a notification for every reply (see Notifications); we don't email case replies.

> **Tip**
> During a case we may ask to check the battery remotely. Battery Monitor then asks **Allow remote support?**: you have 5 minutes to accept. It works only while the app is open near the battery, it lasts up to an hour, and you can stop it at any time. Support may change the battery's settings or switch its output off and on during the session, so make sure nothing depends on it.

Close a case

When your question is answered, tap **Close case**. A closed case can't be reopened or answered: if something comes up again, open a new case.

A closed case and its messages and photos are deleted 5 years after it was closed.