Transferring a battery to a new owner

Selling or giving away a battery? The owner creates a transfer code in Battery Monitor and the new owner enters it.

A battery belongs to one account at a time. When it changes hands, the current owner gives the new owner a **transfer code**. The battery and its warranty move to the new owner's account.

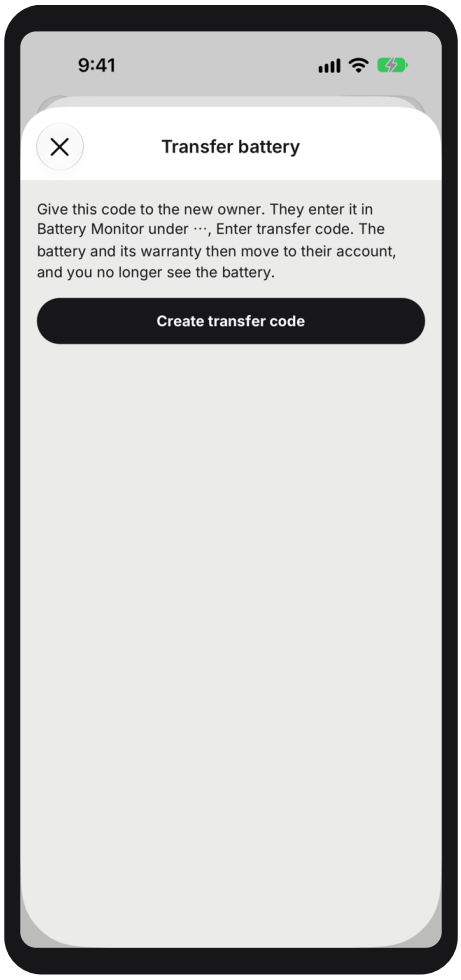
If you are the current owner

1 **Open Transfer battery**

Connect to the battery, or open it in the app, then tap ï→ **Transfer battery**.

2 **Create the code**

Tap **Create transfer code**. The app shows an 8-character code and the date it is valid until.



Transfer battery

3 **Give it to the new owner**

Send or show the code to the new owner. It is shown only once: if you lose it, tap **Create a new code**. Only the newest code works.

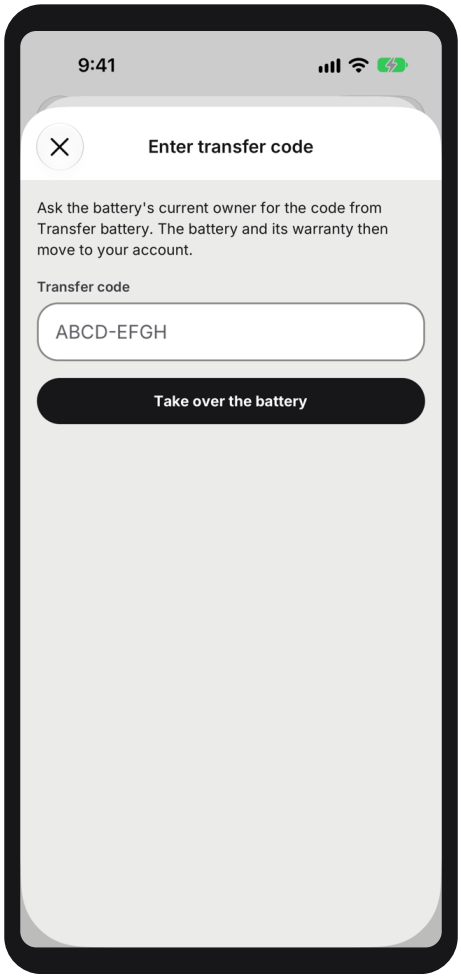
A code is valid for 7 days. To stop a transfer, tap **Cancel transfer**: the code stops working.

If you are the new owner

1. ### Sign in and connect
   Sign in with your own account (not as a guest) and connect to the battery over Bluetooth.

2. ### Open Enter transfer code
   Tap ï→ **Enter transfer code**.

3. ### Enter the code
   Type the code you received. Capitals, spaces and dashes don't matter. Tap **Take over the battery**.



Enter transfer code

The app says **The battery is now registered to your account.**

If the code doesn't work

It may be mistyped, expired or replaced by a newer one: ask the owner for a new code. After 10 wrong codes in an hour, wait an hour before trying again.

What changes

- The previous owner no longer sees the battery. They keep the support cases they opened.
- The warranty stays with the battery and keeps its original purchase date.
- The battery's history stays with the battery. Earlier support cases don't: the new owner sees only cases opened from the transfer on.
- The battery's name and recorded locations are cleared.
- An Ermis Cloud key stops working: the new owner requests Ermis Cloud access again.

Nobody gets an email about the transfer.

The previous owner can't or won't help

Contact us at **info@batterieslab.gr** with the serial number and your proof of purchase. Batterieslab can move the battery to your account after checking it.