

## Service Request Confirmation

sr: 12029085

## Customer address | Contact

Company	R.E.M. S.r.l.	Surname	Lisi
Street	Via Ferruccia, 16/A	Firstname	Angelo
Postal code	03010	Email	officina@rem-motori.it
City	Patrica (FROSINONE)	Phone	
Country	Italia		

## Schaeffler contact

Name	Claudio Cupini	Phone	+39 3420343373
Email	claudio.cupini@schaeffler.com		

## Invoice address

Company	R.E.M. S.r.l.
Street	Via Ferruccia, 16/A
Postal code	03010
City	Patrica (FROSINONE)
Country	Italia

## Shipping address

Company	R.E.M. S.r.l.
Street	Via Ferruccia, 16/A
Postal code	03010
City	Patrica (FROSINONE)
Country	Italia

## Product / Service Details

Product	Serial number	Problem code	External reference
OPTIME.AW5	0595225542218108000	Battery empty	

## Problem description

Sensor is notifying battery empty status after less than 2 years and few months (installed on sept. 2022). May we replace it for free by shipping a new unit (2nd GEN) to the customer.

OPTIME.AW3	0318116418218400300	Battery empty	
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