

Repair form

Customer information

Company _____
First/last name _____
Site _____
Order number _____
Phone _____

Customer no. _____
Department _____
Project _____
E-mail _____

Product information

Product type _____

Serial no. _____

Problem description

Error frequency Continuous Intermittent First time Repeated

Possible cause

Hardware	Software	Other
<input type="checkbox"/> Device does not start	<input type="checkbox"/> Wrong version	_____
<input type="checkbox"/> Over-voltage/lightning	<input type="checkbox"/> Wrong/missing license	_____
<input type="checkbox"/> Power supply problem		_____
<input type="checkbox"/> Calibration/accuracy	Mechanical	_____
<input type="checkbox"/> Control elements	<input type="checkbox"/> Over load/temp./pressure	_____
<input type="checkbox"/> Display	<input type="checkbox"/> Humidity/submergence	_____
<input type="checkbox"/> Interfaces	<input type="checkbox"/> Corrosion	_____
<input type="checkbox"/> Communication	<input type="checkbox"/> Transportation damage	_____

Repair number _____

Customer within warranty Yes, until: _____ No

Supplier within warranty Yes No

Cost estimate obtained Yes, amount: _____ No

Repair type Internal External Replacement

Responsible person Internal _____ External _____

Date Entry _____ Return _____

Analysis/report _____

Attachments Yes: _____

To be filled out by Rittmeyer AG!



Please consider that a base fee in the amount of CHF 300 (EUR 250, USD 340) applies for defect investigation!

SEND FORM