

# Return form for repairs

Please fill out this form and put it to the returned FuG product

Type: \_\_\_\_\_

Serial-No.: \_\_\_\_\_

**RMA:**

(Will be given by FuG Elektronik after receipt of the device)

- **Do you think it is a warranty case?**    yes                      no

- **Reason for return:**

repair                      calibration incl. certificate\*                      calibration **without** certificate

*\*For the calibration incl. certificate separate flat rates apply. If you need a quote for the calibration incl. certificate, please do not hesitate to contact us. We issue a **factory calibration certificate** and Measurement protocol.*

others: \_\_\_\_\_

- **Did the error show up in a malfunction of computer interface?**

yes                      no

*Please note, that old computer interfaces can be replaced only by the newest state of the art version. A 100% compatibility of old to new computer interfaces can't be guaranteed. Subsequent changes in control software are not in our responsibility.*

- **Under which operational conditions did the fault firstly appear?**

while switching on                      during operation                      after warming up

intermittent error (Error disappears and appears again after some time)

- **Were there any irregularities just before the failure started or during failure-time?**

bang                      sound, which: \_\_\_\_\_

smoke                      smell, which: \_\_\_\_\_

others: \_\_\_\_\_

- **In which way did the error appear?**

complete fail

certain data is not in range, which: \_\_\_\_\_

- **What exactly does not work?**

- **How was the unit operated before it failed?**

# Return form for repairs

Please fill out this form and put it to the returned FuG product

- **Which indicators are on / not on? What exactly do the displays indicate?**  
(Please enclose a photo of the front panel, if possible.)

- **Other comments**  
e.g. on the operating status, visible mechanical damage to the chassis or reference to existing correspondence with FuG

**The repair shall be done instantly and will be charged according to costs.**

You will be informed about the actual costs of this repair after the repair has been completed.

**A cost estimation will be done before the repair is carried out.**

The repair will only then be carried out after approval of the estimation.

A charge is fixed for the inspection.

This charge is between EUR 300.00 and EUR 700.00.

The level depends on the complexity of the device to be repaired and its condition (dirty).

We will inform you about the inspection charge with the order entry confirmation.

If you have any further questions, please do not hesitate to contact us.

Should you decide to not order the repair after inspection and cost estimation, you will only have to pay the incurred costs.

**I hereby release costs up to maximum EUR \_\_\_\_\_.**

If the effort is higher than this amount, we will send you a cost estimation.

Is the effort below this amount the repair will be carried out immediately.

**Herewith we confirm that this unit is not contaminated, by any chemical, Biological or radioactive substances.**

**(This information is mandatory.)**

**Sender / Contact person:**

Name: \_\_\_\_\_ Tel.-No.: \_\_\_\_\_

Company: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Address: \_\_\_\_\_

filled out / Date, Sign: \_\_\_\_\_