

RMA Request Form

RMA No.: _____

Before returning the sensors, check the following:

- execute a reset with the device (as described in the manual and in the Utility Software)
- check power supply
- check / change RS232 cable or use a different PC / COM-Port
- clean outer side of lenses (small and big glass)
- call DIMETIX to sort out simple problems by telephone: +41 71 353 00 00
Provide the serial number, the software version of the sensor and as much information as possible.

For each returning sensor fill out one form:

Contact information:			
Company name:		Phone no.:	
Contact person:		e-mail:	
Reference no.:		Shipping date:	
More notes:			

Sensor identification:	
Product name:	Serial no.:

Detailed fault- / problem description:

Conditions when the problem occurred:				
Used interface type:	<input type="checkbox"/> RS-232	<input type="checkbox"/> RS-422	<input type="checkbox"/> analog output	<input type="checkbox"/> digital outputs
	<input type="checkbox"/> SSI	<input type="checkbox"/> Profibus	<input type="checkbox"/> _____	
Mode of operation:	<input type="checkbox"/> single measurement		<input type="checkbox"/> tracking mode	<input type="checkbox"/> automatic mode
Tracking speed:	<input type="checkbox"/> fast tracking	<input type="checkbox"/> ca. _____ measurements/minute; _____ hours a day		
Frequency of fault:	<input type="checkbox"/> always	<input type="checkbox"/> sometimes if _____		
Operation condition:	<input type="checkbox"/> operation temperature from _____ °C to _____ °C			
Important infos:	<input type="checkbox"/> _____			

Application of the sensor:

