

RMA request form

Case ID:

The RMA form is the summary of all important information needed for processing the returned device. A separate form must be filled out for each sensor.

Contact information			
Company name:		Phone number:	
Contact person:		Email:	
Reference no.:		Shipping date:	
More notes:			

Sensor identification			
Product name:		Serial number:	

Detailed fault / problem description

Condition when the fault / problem occurs				
Used interface:	<input type="checkbox"/> RS-232	<input type="checkbox"/> RS-422/485	<input type="checkbox"/> SSI	<input type="checkbox"/> 0/4...20 mA
	<input type="checkbox"/> DO1/DO2/DOE	<input type="checkbox"/> PROFINET	<input type="checkbox"/> EtherNet/IP	<input type="checkbox"/> EtherCAT
Operation mode:	<input type="checkbox"/> Controlled	<input type="checkbox"/> Stand-alone / Autostart	<input type="checkbox"/> Stand-alone / Manual start	
Measurement type:	<input type="checkbox"/> Single measurement		<input type="checkbox"/> Tracking measurement	
Operating condition:	<input type="checkbox"/> Temperature °C to °C		<input type="checkbox"/> Dust, mist, others	
Frequency of fault:	<input type="checkbox"/> Permanent	<input type="checkbox"/> Sometimes, if		
Important remarks:				

Application description

