

Complaint and RMA Form

Electrical Safety Solutions



Complaint and RMA Form Electrical Safety Solutions

Please e-mail to services@bartec.de or fax to +49 7931 597 119. For any queries, please call +49 7931 597 444.

To be filled by BARTEC staff:

RMA number:

Date of receipt:

A complaint processing with fault analysis requires a completely filled check list combined with a high quality of the information.

Customer

*Company

*Street

*Zip code, city

*Country

*BARTEC order conformation no.:

*BARTEC delivery no.:

Contact person

*Name

*Phone

Fax

*E-mail

*Customer order no.:

Important note:

Please protect returned goods by sufficient packing.

General information

*Type no.:

Article No.:

Serial No.:

*Other markings (e. g. inspection stamps or labels):

Operation area

Zone 1

Zone 21

Zone 2

Zone 22

Onshore

Offshore

Date of installation

Revision after delivery?

Yes

No

Installation (Country)

Date of the last maintenance

Ambient temperature

Chemistry

Petro chemistry

Mobile equipment

Food

Power plant

Drilling rig

*Contamination of the device

Yes

No

Toxic

Oxidizing

Radioactive

Flammable

Explosive

Hazardous to health

Caustic

Biohazard

Others/Heavy metal

*Reason for return:

Repair

Wrong delivery

Defect of function

Incomplete goods

Repetition repair (last RMA no.)

Others

* mandatory fields

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How was the error determined?

Which measurements have been performed?

Fault description:

Attachment (e. g. installation pictures, measurement protocols, wiring diagrams):

Your signature constitutes a recognition of BARTEC General Terms and Conditions and the RMA conditions.

Date: Signature: