

# Service form

(Please enclose this form with the consignment)

<b>Company:</b>
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**Contact person:**

Name: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Device type: \_\_\_\_\_  
 Serial number: \_\_\_\_\_

**Mechanics**

- Mechanics stiff
- Parts bent
- Leaking cooling
- Leaking measurement cell
- Defective display
- Oscillating U-tube blocked
- Broken casing
- Scratched prism

**Electronics**



- Defective fuse
- Defective illumination
- Defective fan
- Defective heating/cooling
- Defective motor
- Pump not running
- Drying unit not running
- Burnt smell

**Optics/Measurement value**

- No measuring value
- Measuring values unstable
- Image blurred
- Calibration faulty
- Optics dirty
- Scale displaced

**Software**

- Error notification on the display
- No/wrong temperature
- Menu malfunction
- USB stick not recognized
- Ethernet not working
- Does not print

<b>Description of fault:</b>	
<b>Samples used:</b>	
<b>Cleaning agent used:</b>	

**Customer declaration**

We declare that the instrument was cleaned before despatch, all sample residues were removed and the information provided above is complete and correct. Dirty instruments will be cleaned at our expense.

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature)