

## / Repair Form Components

### Product safety note

Our components are used in a wide variety of areas. In order to ensure the safety of our employees, it is of great importance for us to know what health and environmentally hazardous properties the components could have possibly come in contact with. In addition, the use of cleaning agents can also lead to further potential hazards. We ask you to provide us with all important information so that we can take appropriate protective measures.

The following properties can be seen from the data sheets:

- › Germ cell mutagenicity
- › Reproductive and developmental toxicity
- › Genotoxicity
- › Corrosivität
- › Flammability
- › Radioactivity
- › Toxicity
- › Maximum workplace exposure limits

Due to technical necessities, some components cannot be produced hermetically tight. Therefore, the substances mentioned above can also penetrate into the components. During repair, these substances represent a potential hazard for anyone involved in the process.

### To protect all employees, protection measures must be defined

For this purpose, we need information that can be evaluated by our company physician. This can be done by a safety data sheet or any other general information regarding the used substances. This information must be attached to the outside of the package together with the other delivery documents. Please use the repair form which also indicates your fault description of the component.

**Please note:** missing or incomplete information will result in a delay of the repair. Furthermore, we reserve the right to charge the costs of any cleaning measures.

## 1. Contact information

Customer: \*

Please enter your customer number or complete company name

Customer reference / delivery note no. Date:

Contact person: \*

Phone:

E-mail:

## 2. Field of Application (Contamination):

The following products (substances) passed through the machine: \*

Safety data sheets are enclosed and are accessible on the outside of the packaging.

## 3. Device Type:

Part no.: \*

Machine no.: \*

Serial no.: \*

Customer part no. (CP):

Release up to: \*  € / \$

RMA (Return Material Authorization) procedure for the return of defective/complained parts: [repairs@wipotec.com](mailto:repairs@wipotec.com)

If you authorize us to execute repairs up to 60% of the original part price, we will be able to avoid the time and effort for an individual analysis. You also have the option to specify up to which value we should repair the part. We can repair the defective part immediately. As before, billing will be based on the cost of the repair. If you would like to receive a detailed cost estimate, we will still be happy to provide this for a processing fee.

## 4. Support:

Has there already been a service visit at the customer site?

yes

no

Call Reference:

## 5. Error types:

Mechanical

Other:

Electronic

Software

## 6. Software error:

Error code (if known):

Communication fault

Other software fault

\* Mandatory fields

## 7. Electronic fault: (only for Weigh Cells)

- |  |   |
|--|---|
| <input type="checkbox"/> Offset not adjustable             | <input type="checkbox"/> Zero point error, weight fluctuation |
| <input type="checkbox"/> Taring or adjustment not possible | <input type="checkbox"/> Other electronic fault               |

## 8. Fault description:

Please add all errors about software, mechanics, electronic defect and other errors here.

An accurate description of the error is of great importance to ensure a quick processing of the problem. Please provide detailed information about the error that has occurred, e.g.

> the exact track in multi-track applications where the error was observed

or

> whether the error occurred after cleaning, update, etc.

The more precise the information, the faster the problem can be identified and fixed, leading to a more effective solution.

I confirm that all the information is correct. \*

As a rule, a declaration of intent via email or web form is legally binding.

The legal grounds for the electronic signature are to be found in the German Digital Signature Act (SigG) and the German Digital Signature Ordinance (SigVO). One of the legal provisions that regulates the legal equivalence of electronic and handwritten signatures is § 126a BGB (German Civil Code).

\* Mandatory fields