

Service Advice Note

(One note for each module, please copy if necessary)

Sender/Name: _____

Company/Contact: _____

Phone/Fax/E-Mail: _____

Customer No/Adress: _____

- Commercial complaint
- Wrong delivery
- Quantity variance
- Technical complaint / Warranty

Part number	Description
Serial number (if available)	RMA/ticket number (if available)

Error description

Which software is used?

- GANTNER software partner software
- which software/version: _____

When does the error occur?

- continual sporadically temperature sensitive
- after _____ min. running time
- after _____ month in operation
- defective after start-up at initialisation
- not being used before
- other: _____

Which other devices are connected to the product?

(e.g. GAT DC 7200, GAT SR 7xxx, GAT p.time ST xxx, GAT Writer xxx, GAT DL 3xx, ...) Device type(s): _____

- Cost estimation required (liable for costs!)
- to be repaired with charge in case the error is not covered by guarantee? Yes No

Please notice when returning items:

The general delivery terms of the Austrian Electrical and Electronic Industry shall apply, available at www.gantner.com. The terms of payment for repairs and services remain basically unchanged, 10 days net.

Place: _____ Date: _____ Signature: _____

to be completed by GANTNER Electronic GmbH:

Date of receipt: _____ Packing OK: Yes No Accessoires: _____