

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

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 software is used?

GANTNER software partner software

Which software/version:

Which other devices are connected to the product?

(e.g. GAT DC 7200, GAT SR 7xxx, GAT Writer xxx, GAT DL 3xx, GT7.xxxx, GDL7m.xxxx, GAT NET.Lock 7xxx, GAT ECO.Lock 7xxx, GAT NET.Writer 7xxx, ...) 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

Do you want defective/non-repairable devices to be returned to you?
 Yes No

(if "No", GANTNER will dispose these devices properly and professionally)

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: _____