Dear Customer,

If you have reason to complain because our devices do not comply with the defined properties, you can use this form to describe the defect that has occurred and the environmental conditions of use. A completely as possible filled out form will help to find the cause and also to avoid problem cases in the future. Pictures of the damage and the deployment environment are also very helpful.

We thank you in advance for this.

Your Digmesa - Quality - Team

Your data:

Company:

Department:

Contact:

Address:

Country - Location:

E-mail address:

Phone:

Your order number:       Article number:

Digmesa delivery note number: LS-

Quantity delivered:       Stk. Quantity complained:       Stk.

Your complaint number:

Damage pattern(s):

[ ]  No impulses

[ ]  Faulty impulses

[ ]  No function

[ ]  Faulty function

[ ]  No flow

[ ]  Weak flow

[ ]  Damaged

[ ]  Electrical connections not OK

[ ]  contaminated

[ ]  leaky

[ ]  Incomplete

[ ]  Wrong article

[ ]  Incorrect labeling

[ ]  Incorrect documentation

[ ]  Mounting not possible

[ ]

Damage occurred at… :

[ ]  … incoming inspection

[ ]  … mounting

[ ]  … test run

[ ]  … final inspection

[ ]  … end customer

[ ]  …

Damage occurred after … :

[ ]  … 0 hours (The device never worked)

[ ]  … function test

[ ]  … endurance test: approx.       [ ]  hours / [ ]  days

[ ]  … field use: approx.       [ ]  days / [ ]  months / [ ]  years

Application:

* Medium:

[ ]  Water

[ ]  Deionized water

[ ]  Other liquid:

Designation:

Viscosity:       [ ]  cPs / [ ]  mm2/s

Medium Temperature max.:       [ ]  °C / [ ]  °F

[ ]  Flushing medium:

* Flow rate: min.       / max.       [ ]  l/min / [ ]  ml/sec / [ ]  gal/min / [ ]  fl.oz./sec
* Pressure at the device max.:       [ ]  bar / [ ]  MPa / [ ]  psi
* Mounting position:

[ ]  Horizontal

[ ]  Vertical

[ ]

[ ]  Before the pump

[ ]  After the pump

* Attachments:

[ ]  Images

[ ]  Copy of delivery bill

[ ]  Customer complaint

[ ]

Further notes:

Date: Name: Email:

Please send the form, filled out as completely as possible, to the following e-mail address:

quality@digmesa.com

After an initial data check, we will inform you about the further procedure.

If you have a need for a replacement of the failed equipment as soon as possible, please contact our sales department at sales@digmesa.com.

Many thanks!

DIGMESA AG

Quality department

Keltenstrasse 31

CH – 2563 Ipsach Email: quality@digmesa.com Tel: +41 32 332 77 77