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](mailto: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](mailto:sales@digmesa.com).

Many thanks!

DIGMESA AG

Quality department

Keltenstrasse 31

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