RMA Request Form

RMA No.: _____

Before returning the sensors, check the following:

- execute a reset with the device (as described in the manual and in the Utility Software)
- check power supply
- check / change RS232 cable or use a different PC / COM-Port
- clean outer side of lenses (small and big glass)
- call DIMETIX to sort out simple problems by telephone: +41 71 353 00 00
  Provide the serial number, the software version of the sensor and as much information as possible.

For each returning sensor fill out one form:

Contact information:			
Company name:		Phone no.:	
Contact person:		e-mail:	
Reference no.:		Shipping date:	
More notes:			

Sensor identification:			
Product name:		Serial no.:	

Detailed fault- / problem description:

Conditions when the problem occurred:						
Used interface type:	☐	RS-232	☐ RS-422	☐ analog output	☐	digital outputs
	☐	SSI	☐ Profibus	☐ _____		
Mode of operation:	☐ single measurement		☐ tracking mode	☐ automatic mode		
Tracking speed:	☐ fast tracking		☐ ca. _____ measurements/minute; _____ hours a day			
Frequency of fault:	☐ always		☐ sometimes if _____			
Operation condition:	☐ operation temperature from _____ °C to _____ °C					
Important infos:	☐ _____					

Application of the sensor: