Return / Claim for sensors

Please fill this form and send it to:

Xylem Analytics Germany Sales GmbH & Co. KG
SI Analytics
Am Achalaich 11
82362 Weilheim
Germany

E-Mail: service.koordination@xylem.com

In case of **return** the filled form must be **included to your return shipment**!

Company (Name, address, zip code, city, country)

Contact person (Contact details, name, phone, mail)

Product details

Sensor type no.	
Serial no.	
OC- / invoice no.	

Has this instrument been claimed before? ☐ Yes ☐ No

Fault description:

Please try to calibrate with new buffer solutions. Please state what kind of buffers were used (their pH level), what mV values were measured and if you calibrated by use of CT/CD or ASY-mode. Check electrode visually! If connectors, glass membrane and junction are dirty, they should be cleaned before calibrating.

Was the sensor in contact with substances that are classified as hazardous to health?

☐ Yes ☐ No

If so, which

⚠ In case of contact with a.m. fluids/materials, please clean or decontaminate the sensor before your return shipment!

☐ We hereby declare that the returned product poses no danger to humans or the environment.

Date _____ Name _____ Sign _____

Return / Claim for instruments

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Contact person (Contact details, name, phone, mail)

Product details

Instrument / type no.

Serial no.

OC- / Invoice no.

Has this instrument been claimed before? ☐ Yes ☐ No

Type of return / complaint:

☐ Repair ☐ Maintenance (Without Certificate) ☐ Certification (With Certificate) ☐ Recalibration (only Viscosim.) ☐ Intensive cleaning (only Viscosim.)

Fault description:

Was the instrument in contact with substances that are classified as hazardous to health?

☐ Yes ☐ No

If so, which

☐ Caustic ☐ Harmful to environment ☐ Toxic ☐ Dangerous to health ☐ Radioactive ☐ Explosive ☐ CMR-substances ☐ Non-hazard goods

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Date _____ Name _____ Sign _____