



Dear Customer,

We ask you to send a copy of this form in with every item your return for repair.

It will help us to provide you with more efficient service, as we will have all the information we require.

Thank You,

Automation & Drives

GOODS FOR REPAIR CUSTOMER INFORMATION

Procedure to Return Goods For Repair

**Return Faulty Goods to: SIEMENS LTD
 885 MOUNTAIN HIGHWAY
 BAYSWATER VIC 3153
 ATTN: A&D REPAIR CENTRE
 Delivery: BW 25**

Marked, Equipment returned for repair / replacement
Provide a written description of fault with as many details as possible

Please provide as many of the following details as possible:

Name of person returning the goods: _____

Telephone No: _____ Fax No: _____

Name of Company: _____

Address of Company: _____

Return Shipping Address: _____

Module Type No: _____

Serial No: _____

Fault Description: _____

Request for Exchange: YES Purchase Order No: _____

Warranty Repair: YES NO GRA No. (if available): _____

IF YES PLEASE PROVIDE DETAILS OF ORIGINAL RECEIPT. IE INVOICE NUMBER AND DATE OF PURCHASE.

IF NO PLEASE PROVIDE YOUR PURCHASE ORDER NUMBER. REPAIR WORK WILL NOT COMMENCE UNTIL A PURCHASE ORDER NUMBER IS PROVIDED.

NOTE: MINIMUM COST FOR QUOTE IS \$120.00 + GST (RETURN FREIGHT WHERE APPLICABLE)
EXCEPT FOR SYSTEMS SUCH AS COMPUTERS AND VARIABLE SPEED DRIVES ETC WHICH WILL BE CHARGED AT HOURLY RATES. A SURCHARGE OF 30% WILL APPLY TO LABOUR CHARGES ON ALL EXPRESS REPAIRS.
(A MINIMUM CHARGE OF \$300 APPLIES). A SURCHARGE OF \$300 APPLIES ON EXPRESS EXCHANGES

Signature: _____ Date: _____

FOR ENQUIRIES RE THIS JOB PHONE (03) 9721 2669 OR, FAX (03) 9721 2922



DETOXIFICATION STATEMENT:

Process Instrumentation

Cleaning:

It is important that returned units are duly cleaned before shipment. It can be very important due to risk of personal injury at contact or inhalation of the medium. If the returned unit has not been properly cleaned Siemens reserve the right to reject and return the unit or it can be cleaned at your expense. It is strongly recommended that the customer cleans the units, as he/she is used to handling the medium concerned.

Flow Sensors: (this form must be completed)

Sensors might seem clean, but due to possible leakage liquid could be hidden in the encapsulation. The sensor might not function correctly due to deposits in the meter, and the test rig will be contaminated. In the interest of the environment we recommend using environmentally friendly antibacterial cleaning agents and hot water.

Important:

Please externally attach to the packing this form and a Material Safety Data Sheet (MSDS) for chemical process substances that have been in contact with the devices and indicate method of cleaning.

(where applicable)

Liquid information	Liquid(s) used	
Liquid Name		
Full chemical name		
Chemical formula		
Concentration (% vol.)		
Is the device clean on arrival	Yes	No
Liquid pressure (bar)		
Liquid temperature (°C)		
Risk of personal injury at contact or inhalation of medium	Yes	No

Method of cleaning

I hereby certify that the equipment noted has been cleaned in accordance with Occupational Health and Safety regulations. Should Siemens Ltd staff determine that additional detoxification and/or cleaning is required. I accept that the goods may be returned freight collect or Siemens Ltd will charge for additional cleaning.

Signature: _____ Date: _____