

Accompanying document Complaint

You can register your return with Janitza via the e-mail address support@janitza.com and you will then be sent back a process number (RMA number).

Please enclose the corresponding printout with the return.

RMA Number:

Please fill in if available

1. contact information

Company:

Contact person:

Address:

State, ZIP Code, City:

Customer Number:

Phone:

E-mail:

Sales tax ID:

Quantity	Janitza Item number	Serial number	Site/Location	Error code <small>(Legend p.2 below)</small>	Support Ticket no.

Detailed error description

For a detailed error description, please add further numbers (≥ 11) and assign them to the corresponding device in the table on page 1. Example: „11. The defect occurs under the following conditions ...“

Legend

Please fill in the table as completely as possible. Enter the appropriate number from the following overview in the „Error code“ field:

- | | |
|-------------------------------|--------------------------------|
| 1. Calibration | 6. Network |
| 2. Wrong delivery | 7. Interface |
| 3. Return of loan device | 8. Error sporadic |
| 4. Faulty measurement results | 9. Error temperature dependent |
| 5. Mechanical damage | 10. Other |

More detailed error description

Use this page if you would like to provide further information on the error description. Gladly also in the form of sketches, tables, etc.