

Repair / Service Request Sheet

Dear Customer,

It is ecom's goal to perform maintenance, repairs and overhaul to your best satisfaction and within a timely manner at reasonable costs. Therefore we kindly ask for your assistance to complete this Support Request sheet as completely as possible. Completing this questionnaire fully with as much detail as possible enables ecom to provide a higher level of service to meet your needs.

It is mandatory to complete the fields indicated with (*).

An overview of our ecom Service Center you can find [here](#).

Address:

Customer-No.: _____ Company:* _____ Address:* _____

Country:* _____ Postcode / Zip Code:* _____ City / Town:* _____ State:* _____

Department / Plant: _____ Contact person:* ☐ Mr. / ☐ Ms. _____

Telephone:* _____ Fax: _____ E-Mail:* _____

Goods Return Address (if different to senders address):

Company:* _____ Address:* _____

Country:* _____ Postcode / Zip Code:* _____ City / Town:* _____ State:* _____

Department / Plant: _____ Contact person:* ☐ Mr. / ☐ Ms. _____

Important Notice:

Please backup all your data, applications and settings before sending the device to ecom for service.

Depending on the failure mode, we may have to reset the device to the original state as part of our repair & service process - which will erase all data, applications, and settings. ecom is not liable for any loss of data.

Shipping information: Please note that rechargeable lithium batteries are classified as dangerous goods under transport law. Special regulations are to be observed for shipping rechargeable lithium batteries depending on the mode of transport used. Furthermore, some delivery companies also have their own requirements. Please contact your delivery company for further information in this regard. The consignor of rechargeable lithium batteries is responsible for compliance with the dangerous goods regulations.

General information: Device type:* _____

Serial number:* _____

Accessories: _____

Frequency of problem: ☐ sporadically / intermittently ☐ continuously

Failure description:* (please be specific - examples: the "1" key does not work when pressed.
The battery stops charging after 2 minutes. The LCD goes blank at "x" temperature.)

Is the problem reproducible?: ☐ No ☐ Yes- please describe _____

Exposure to hazardous substances: The consignor hereby certifies that all devices and components sent are free from contamination by dangerous substances (following GHS regulations), which are categorized to be hazardous and pose a danger if coming into contact with employees of ecom instruments.

Our [Warranty & Liability Terms](#) are applicable as sold.

City / Date: _____ Signature: _____