


Customer RMA Feedback

Send as Email 

General Information

Micronel part No.

Serial No.

Received QTY [pcs]

Claimed QTY [pcs]

Customer

Customer Ref.

Customer part No.

Part description

RMA No.

RMA No. is assigned by Micronel AG
and is compulsory for return shipment.

Claim from

☐ Production ☐ Field

Delivery Conditions

	Dirty	Damaged	Comments
Packaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Functionel Failure

			Comments
<input type="checkbox"/> Doesn't start	<input type="checkbox"/> Locked	<input type="checkbox"/> No Function	<input type="text"/>
<input type="checkbox"/> Instable Control Unit	<input type="checkbox"/> Loose Contact	<input type="checkbox"/> Impeller inhibited	<input type="text"/>
<input type="checkbox"/> Current too high	<input type="checkbox"/> Pressure too low	<input type="checkbox"/> Contact Problems	<input type="text"/>

Noises

	Grinding	Squealing	Other	Comments
Ramp-Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Running	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Ramp-Down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Vibrations

	Radial	Axial	Unknown	Comments
Ramp-Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Running	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Ramp-Down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Additional Information

Operating time [h]	<input type="text"/>	Rel. Humidity [%]	<input type="text"/>
Supply Voltage [V]	<input type="text"/>	Temperature [°C]	<input type="text"/>
Op. Current [mA]	<input type="text"/>	Pressure [mbar]	<input type="text"/>
Rot. Speed [min-1]	<input type="text"/>	Used Gas	<input type="text"/>
Flow [l/min]	<input type="text"/>	Due Date	<input type="text"/>

General Notices

Important Information

Warranty & Packaging Instruction

The **warranty** only applies to unmodified Micronel products. There is no warranty claim for Micronel products that have been modified by the customer and in the event of independent repair attempts.

Micronel products are **high-precision** and **sensitive** products. Any **shock** has a lasting negative effect on the motor bearings and also generates noise during operation. Products to be returned must be **shock-resistant** and individually packed or returned in their original packaging. **Improper return packaging** can cause **damage** to the Micronel products and invalidate all warranty claims.

Return Processing

1. Organization of Returns

Returns, both from customers to Micronel and from Micronel to the customer, are organized by Micronel AG to ensure that the value and origin of the goods match our invoice.

2. Customs and Import Costs

For returns from Micronel to customers, import duties always apply, and depending on the preferential status of the goods, customs fees may also apply.

3. Transport Costs in the Event of Third-Party Fault

For justified returns, Micronel AG covers the transport costs.