

Return Good Form

ECO15-007 Updated 10 Sep 2022

Form ISO 13485 / 7.5.3.1

Please fill in this form when returning goods to Sentron Europe BV. The required information is very important, to enable both a proper analysis and an adequate response. Within the warranty period, we will perform the analysis of the return product free of charge. For returns outside of the warranty period we have to charge € 30 per product. Prior authorization for repairs will be required, if cost will exceed € 50. NB Products used for measurement in human or animal tissue or in a radio-active environment are not accepted as return good and will not be repaired.

Contact Details:

Name of Company

Date

Name of contact person

Email of contact person

In case you want to return the wireless pH probes:

Probe type (e.g wireless ConeFET pH Probe)

S/n:

(see app: the serial number is provided in the app: Home – Connected devices – Device settings)

NB we do need the complete probe at our support department.

In case you want to return the SI series pH products:

Meter type (e.g. SI 600)

S/n:

Probe type (e.g ConeFET pH Probe)

S/n:

Application (please be as specific as possible, e.g. type of sample, temperature, field- or laboratory use, etc):

Nature of sample:

Measurement frequency:

Maintenance and storage method:

Calibration frequency:

Estimated age of product:

Description of the complaint (e.g. error code, observations, gradually or sudden error, possible source of complaint etc.):

Trouble shooting that was applied:

What did you try to remedy the problem (e.g. shut off and on the probe/meter, clean the probe, revitalize the probe, etc) and what were the results:

Shipment details:

Return shipment method (GLS, FedEx, DHL etc.)

Estimated shipment date

Include a copy of this form with every returned product. Only returned products with a filled in form will be handled.