

# Repair/Service Note



Dear customer,

to guarantee a quick and smooth process of repair, we ask you kindly to provide us with some information regarding the inverter you are sending back. If there were some extensions/options installed on the inverter, would you please leave it include, with your return.

**PLEASE FILL IN THIS DOCUMENT VERY CAREFULLY**

## General Information

Customer/Company: \_\_\_\_\_ Customer Number: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Inverter Type: \_\_\_\_\_ Part Number: \_\_\_\_\_  
Serial/ ID-Number: \_\_\_\_\_ Options: \_\_\_\_\_

## Reason

### Repair

- Product defective, damaged
- Transport damage
- Estimation of costs needed
- Other:

### Return

- No use / Return from stock
- Wrong delivery (pls. Include your order)
- Replacement already received with order number:

## Description of errors (detailed information is needed, if necessary use supplementary sheet)

Information about your application:

Did it ever operate correctly?  Yes  No  
 New installation  In use since \_\_\_\_\_  Other \_\_\_\_\_  
Error description:  Attachment  Photo

### When does the error occur:

Immediately with switch on  After \_\_\_\_\_ minutes  Intermittent/ocasionally

### What other products are installed:

- Motor (power, number of units)
- Inverter options [TUX, CUX, XUX, e.g.]
- Brake resistor
- Line filter, input/output choke
- Others [eg. PLC]

## **SEND BACK GOODS**

### Questions please contact:

Getriebebau NORD GmbH & Co. KG

Phone: +49 4532/401-514; 515; 516

Fax: +49 4532 / 401-555

### Send shipping to:

NORD Electronic DRIVESYSTEMS GmbH, Tjüchkampstr. 37, 26605 Aurich, Germany

Please send this document with the goods you are sending back, at your cost.

**IMPOTANT!** Please send it back **at your cost**, otherwise the reception might be **refused**.