

Return-Material-Authorization (RMA)

And

Report for Warranty Claims (RWC)

This document as well as all ideas therein are the intellectual property of the company DEZIDATA TVE GmbH and must not be disclosed to third parties without our express written consent!

Important Notice

When sending material back to DEZIDATA, it is **mandatory** to fill this document out and enclose it in the package with the parts to be sent. If this RMA document is missing, DEZIDATA reserves the right

- to reject acceptance of the package or
- to reject warranty claims for parts not mentioned in this RMA and/or
- to charge for repair of parts not mentioned in this RMA.

When one RMA document does not cover all parts in a package, please fill out more than one RMA document and put all documents into the package.

When attempting to place warranty claims, it is **mandatory** to fill this document out and to send it to DEZIDATA by FAX (+49-991-29090-29) or together with further documents. If these further documents are to be sent **separately**, mark these documents in a way, that it is possible to assign them to the RWC/RMA report.

General Information

Name/Abbreviation of Workshop/Company	
Name of Service Technician	Signature
Name/Abbreviation of Customer or Owner of Parts	
Date and Time Frame of Service (YYYY-MM-DD, HH:MM – HH:MM)	
Manufacturer of Vehicle	
Container ID of Vehicle	Vehicle ID of End Customer
Type of Vehicle: <input type="checkbox"/> Semi-Trailer <input type="checkbox"/> Rigid/Truck <input type="checkbox"/> Drawbar-Trailer	
<input type="checkbox"/> System repaired <input type="checkbox"/> System tested after repair <input type="checkbox"/> System fully functional in the end	

Rough Description of Symptoms (Why Was Service Necessary)

Detailed Description of Problem and How It Was Solved

Duration of Search for the Problem's Reason (Hours:Minutes)

Hardware Replacement

<input type="checkbox"/> Replaced D0100.0 _____ with serial number:
Installed new DD0100.0 _____ with serial number:
<input type="checkbox"/> Tested at 50°C
Duration of Replacement (Hours:Minutes)
<input type="checkbox"/> Replaced DEZITOUCH with serial number:
<input type="checkbox"/> DD0120.0 _____ <input type="checkbox"/> Whole Box
Installed new DEZITOUCH with serial number:
Duration of Replacement (Hours:Minutes)
<input type="checkbox"/> Replaced DEZITOUCH heating with serial number:
Installed new DEZITOUCH heating with serial number:
Duration of Replacement (Hours:Minutes)
<input type="checkbox"/> Replaced Dip-Controller with serial number:
Installed new Dip-Controller with serial number:
Duration of Replacement (Hours:Minutes)
<input type="checkbox"/> Replaced DD0050 _____ with serial number:
<input type="checkbox"/> Replaced DD0055 _____ with serial number:
Installed new DD0050 _____ with serial number:
Installed new DD0055 _____ with serial number:
Duration of Replacement (Hours:Minutes)

<input type="checkbox"/> Replaced Inclination Sensor with serial number:	
Installed new Inclination Sensor with serial number:	
Duration of Replacement (Hours:Minutes)	
<input type="checkbox"/> Replaced DD0105 (galvanic separation) with serial number:	
Installed new DD0105 (galvanic separation) with serial number:	
Duration of Replacement (Hours:Minutes)	
<input type="checkbox"/> Replaced D0130.0 _____ with serial number:	
<input type="checkbox"/> for FTL <input type="checkbox"/> as power supply (e.g. for DD0090)	
Installed new DD0130.0 _____ with serial number:	
Duration of Replacement (Hours:Minutes)	
<input type="checkbox"/> Replaced DD0090 _____ with serial number:	
Installed new DD0090 _____ with serial number:	
Duration of Replacement (Hours:Minutes)	
<input type="checkbox"/> Replaced DD0027 with serial number:	
Installed new DD0027 with serial number:	
Duration of Replacement (Hours:Minutes)	
<input type="checkbox"/> Replaced other module:	Serial number:
Installed new module with serial number:	
Duration of Replacement (Hours:Minutes)	

Software and Configuration

Done	Device	Version Before	Version Afterw.	Duration (H:MM)
<input type="checkbox"/>	DD0050_____			
<input type="checkbox"/>	DEZITOUCH/DD0120 (PNET 120)			
<input type="checkbox"/>	DEZITOUCH/DD0120 (PNET 121)			
<input type="checkbox"/>	DD0130_____ (FTL, PNET 30)			
<input type="checkbox"/>	DD0130_____ (Power Supply)			
<input type="checkbox"/>	DD0027			
<input type="checkbox"/>	DD0090_____ (Flow Meter Unit)			
<input type="checkbox"/>	Other Module:			
<input type="checkbox"/>	Other Module:			
<input type="checkbox"/>	DD0100 – AVR / Coprocessor			
<input type="checkbox"/>	DD0100 – CPLD			
DD0100 – @CHIP				
<input type="checkbox"/>	A:\EXTSD.EXE			
<input type="checkbox"/>	A:\LOWPOWER.EXE			
<input type="checkbox"/>	B:\DCSTFMET.EXE			
<input type="checkbox"/>	B:\DCSTFUSR.EXE			
<input type="checkbox"/>	Operating System / RTOS			
<input type="checkbox"/>	Reformatted drive <input type="checkbox"/> A: <input type="checkbox"/> B: <input type="checkbox"/> with PLP <input type="checkbox"/> was PLP before			
<input type="checkbox"/>	Took a backup			
<input type="checkbox"/>	Placed backup on FTP-Server (DEZIDATA)			

Additional Work

Duration of additional work (Hours:Minutes)