

SERVICE REQUEST FORM

EBMF075 version 005



Eurotech Limited, 2 Clifton Court, Cambridge, CB1 7BN, UK

TEL: +44 (0) 1223 403447 FAX: +44 (0) 1223 410961 www: www.eurotech.com

Customer Name		
Delivery Address		
Contact Details	Name :	
	Phone :	Fax :
	e-mail :	

Product type			
Serial number			
RMA number <i>(if known)</i>			
Customer's diagnosis of the fault <i>(please attach any useful reports and paperwork)</i>			
Required board link settings <i>(please tick box)</i>	Default settings (ie factory settings)		Custom settings (ie as returned)
Required board configuration <i>(please tick box)</i>	Keep hardware as returned <i>(normal)</i>		Alter hardware back to the as supplied specification
Board modifications <i>(please tick box)</i>	Keep item as returned		Apply latest modifications (if possible) <i>(no charge if within warranty)</i>

Returned items where no fault has been found

There are some occasions where products are returned for repair or investigation, where our engineers have not been able to detect a problem using the standard test methods developed for that product. In some cases, our customers have sent the items in for testing because they want to re-assure themselves that an item has not been damaged through accident or abnormal usage conditions. In other cases, however, the customer has tried using the product, has found problems, and has run their own extensive tests and cannot work out why this should be so. They then return the product for testing by our engineers to seek another opinion.

Sometimes our engineers still find nothing wrong with the item using our standard tests. We recognise that this can sometimes be exasperating to the customer when they receive a "no fault found" test report, when they have invested much time in their own testing activities. What this usually means is that the use to which the customer puts the board may not have been anticipated when our original test methods were developed. This is usually a consequence of our products being generally quite versatile in the potential range of applications they can be used, together with our customers being very inventive indeed.

Under these circumstances, it is our policy to encourage communication. If our engineer is aware that testing has been done by the customer, it is better that the two parties communicate to discuss and determine the cause of the problem, so that we all improve our chances of arriving at a solution. Please ensure you give our engineer a chance to contact you, by including any contact names, 'phone numbers and e-mail addresses with the returned item.