

Field Failure Report – ebeam Technologies Products

In order to ensure that all incoming goods to COMET AG are directed quickly and efficiently to the appropriate party, the accuracy and completeness of the information provided below is essential.

Please complete this form and send it **in advance** to service@ebeamtechnologies.com to obtain an RMA number, which must be indicated on your shipment.

After receiving the RMA number, please return the product to the following address:

COMET AG
ebeam Service
Herrengasse 10
CH-3175 Flamatt
Switzerland

IMPORTANT! → No warranty claims are accepted without a fully completed FFR form.

1. Customer Identification		Company Name:	
Contact person:	Phone:	Fax:	
Project / Enduser:	Email:		

2. Returned goods			
Delivery date:	Installation date:	Failure date:	
Subcomponents:	Type:	Serial No.:	Failure description / notes
<input type="checkbox"/> HV Power Supply			
<input type="checkbox"/> Lamp			
<input type="checkbox"/> HV Cable			
<input type="checkbox"/> Cooler			
<input type="checkbox"/>			

3. Operation conditions			
Operating Voltage:	kV	Operating current:	mA
Ambient temperature:	°C	Duty cycle:	h / day
Operating time:	h total		
Application:			
Remarks:			

4. Reason for return		<input type="checkbox"/> WARRANTY CLAIM	<input type="checkbox"/> NOT UNDER WARRANTY
<input type="checkbox"/> Analysis	<input type="checkbox"/> Repair	<input type="checkbox"/> Return for stock	<input type="checkbox"/> Other

5. Problem description / observations	

Analysis: Please note and herewith accept that an inspection fee applies for each analysis.

Transportation damage: If transport insurance has been covered by COMET, a report from the insurance broker, carrier or postal service must be returned immediately.

6. Signature		Name (please print):	Date:
Signature:			