

Returns - Sensors & Components from Endress+Hauser Level+Pressure

Why is an examination made?

In order to check whether legal warranty claims can be made against the manufacturer in the event of a product defect, Endress+Hauser Level+Pressure reserves the right to inspect sensors & components.

If you have any questions about the course of action, please contact your sales representative.

What are the costs?

If the product defect (i) occurs within the warranty period, (ii) is caused by the manufacturer and (iii) already existed at the time of transfer of risk – which is usually upon delivery of the goods - or is attributable to a defect already existing at the time of transfer of risk, no costs will be charged to the customer for the investigation. Otherwise, the costs will be charged according to time and effort.

What happens after the examination is completed?

After the investigation is completed, you will receive feedback on the findings. Thereafter, further steps will be discussed, supplementary performance will be provided or an invoice will be issued.

You want to return a device?

A completed decontamination declaration is required for the return (see next page).

ⓘ Please make absolutely sure to include it with the shipping documents, and attach it to the outside of the packaging. Otherwise we can NOT open your return due to security reasons.

Please return your products to:

Endress+Hauser SE+Co. KG
Department QMC / IP32.E.3
Hauptstrasse 1
DE – 79689 Maulburg

Declaration of Decontamination

Because of legal regulations and for the safety of our employees and operating equipment, we need the “declaration of decontamination”, with your signature, before your order can be handled.

! Please make absolutely sure to include it with the shipping documents, and attach it to the outside of the packaging. Otherwise we can NOT open your return due to security reasons.

Please return your products to
 Endress+Hauser SE+Co. KG
 Department QMC / IP32.E.3
 Hauptstrasse 1
 DE – 79689 Maulburg

References

RAN: _____







Case number: _____

Type of instrument/sensor _____ **Serial number** _____

Used as SIL device (Safety Integrity Level) in a Safety Instrument System

Process data Temperature: _____ [°C] Pressure: _____ [bar]

Conductivity: _____ [S] Viscosity: _____ [mm²/s]

Medium and warnings							
	Medium/ Concentration	flammable	toxic	corrosive	harmful/ irritant	other*	harmless
Process medium		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium for process cleaning		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returned part cleaned with		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tick should one of the above be applicable, include security sheet and, if necessary, special handling instructions.

*e.g.: explosive; oxidising; dangerous for the environment; biological risk; radioactive

Reason for return

Company data

Company: _____

Phone: _____

Contact person: _____

Fax: _____

Address: _____

E-Mail: _____

_____ Your order No.: _____

“We hereby certify that the returned parts have been carefully cleaned. To the best of our knowledge they are free from any residues in dangerous quantities.”

_____ Place, date

_____ Company stamp and legally binding signature