

Sender	
Company / Operator	
Contact	
Address	
Postal Code / City	
Phone number	
Fax	
E-Mail	
Phone number direct / mobile	

Details of the faulty Component	
Identification, Typ	
Serial number	
Plant	
System	
Station	
Rack / Module	
Slot	

Information about Fault or Malfunction	
Date + Time of occurrence	
Precise description of malfunction / problem	
Details about occurrence	<i>Intermittent, periodic or permanent ?</i>  <i>Repeatable? If yes, how to be triggered?</i>
Condition of the System Prior manipulations	

Warranty	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Cost Estimation	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
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Date: .....

Signature: .....

This Service- and Repair Voucher to be filled in and signed and enclosed in the shipment.

\* in case of an order not commissioned, the cost assessment will be charged with up to CHF 100.-.

## Postal Address

EETS GmbH  
Chaltenbodenstrasse 6E  
CH-8834 Schindellegi (SZ)

## Office Hours

Phone number Office Hours:	+41 44 687 68 10
Phone number emergencies: (in case you cannot get connected)	+41 44 687 68 08 if redirected to the VoiceMailBox, please leave the details listed below.
Fax	+41 44 687 68 09
E-Mail	<a href="mailto:support@eets.ch">support@eets.ch</a> or <a href="mailto:info@eets.ch">info@eets.ch</a>

## Important Information in case of contacting

Contacting via Fax, E-Mail or VoiceMailBox please give full particulars on the following:

- Date and time
- Contact and call-back number
- Affected plant / system and component
- Affected software application / hardware component
- Short description of occurrence / malfunction / present situation / consequences