

RETURN FORM with safety certificate ¹⁾

Submission / reason

Repair / complaint ☐Maintenance ☐Return shipment ☐

Shipping address

A.KRÜSS Optronic GmbH
 Alsterdorfer Straße 276–278
 22297 Hamburg
 GERMANY

Company / division:

Contact person: _____

Address: _____

Telephone no.: _____

Email address: _____

Unit type: _____

Serial number: _____

Cost center/name: _____

and _____

Billing address: _____

Problem information

Problem specification already communicated to ²⁾	☐ YES	☐ NO
AT (name A.KRÜSS-contact):	Date:	
Error description / problem specification of the user (mechanic / electronic / optic / measurements / software / other) Eg. error evaluation: What? Where? When? Circumstances? How is it demonstrated and how does it appear?		

²⁾ Contact for giving problem information: Service phone number +49 40 514317-0 / Email address: info@kruess.com

User administration

- ➡ For devices with an active user administration please indicate a valid administrator-login (via phone / Email).
 Alternatively, specify a contact person (name / contact details) who has information about the current administrator login.

User administration login / contact person
Name:
Contact:

Data backup

- ➡ For devices with active data storage, a necessary update can lead to loss of data or unit settings. Please always make sure that your data has been already backed up.

Data backup was carried	☐ YES	☐ NO
Name:	Date:	

¹⁾ **Please note:** Our service team can only repair or maintain your device upon receipt of the completed filled-in return form. Shipments without this document cannot be processed for security reasons and will be returned to the sender at a charge.

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Declaration of decontamination



The **GefStoffV** comprehensively regulates the protective measures for employees who are involved in handling hazardous substances. The ordinance obliges hazardous substances to be classified and labelled according to their hazardous properties. To relieve you as a customer and to protect our employees, please make sure that the following declaration of decontamination is filled out carefully. If necessary, enclose the respective safety data sheets.

Measured samples (the device was in contact with the following substances)

☐	Radioactive substances ³⁾	
☐	Toxic substances	
☐	Carcinogenic substances	
☐	Infectious material ³⁾	
☐	Biological material	
☐	Other dangerous material	

³⁾ If devices have come into contact with one of these substances, the devices will only be accepted if a consultation with A.KRÜSS has taken place prior to submission.

Measurement samples sent enclosed (please pack with the maximum possible care and secure them against damage)

Name of the measurement samples sent along:

	GefStoffV YES ☐	GefStoffV NO ☐
	GefStoffV YES ☐	GefStoffV NO ☐

Cleaning agent used (the device was cleaned and decontaminated with the following substances in the concentration indicated and according to the following procedure.)

Concentration %	Cleaning agents	Cleaning procedure

Customer declaration

We confirm that the device has been cleaned before shipping and all sample remains have been removed. The device was professionally decontaminated. We declare that the information given above is complete and correct.

Date / place

Signature

Privacy policy: Your personal data will be processed by us depending on the reason for your or our contact. Further information can be found [here](#).

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