REQUEST FOR DELIVERY/SERVICE

NETZSCH

Legal basis/explanation

When sending systems/parts that have come into contact with process fluid, as well as when sending fluid samples or during service calls, legal regulations and the responsibility for the safety of our employees and the environment make it imperative that page 2 of this form is only filled out completely and signed by authorized persons. Service calls can only be released if the information mentioned below is complete.

Address	1.sender/client:	2. return delivery/insertion address (if different from 1)
Company:		
Name:		
Street, no.:		
Postcode/City:		
Tel. no:		
E-mail:		

Reason for sending in/service:

- ☐ Return machine
- ☐ Service call
- ☐ Repair/Modification
- ☐ Maintenance/Inspection
- ☐ Test/fluid sample
- ☐ Complaint
- ☐ Commissioning
- ☐ Return of rental equipment

Description of the product*):

Designation e.g. NM038BY or stator			
Machine No.		Part No.	
NETZSCH order/delivery note/invoice no:			
Trial agreement*):	☐ Yes (Please enclose a copy of the trial agreement)	☐ No	
(Fault) description/reference*):			

*) ☐ I have added further information to this form (e.g. pictures, correspondence, detailed error description

Important notes:

- Shipment to NETZSCH as well as service calls may only be made after prior inspection and approval by an authorized NETZSCH employee. For this purpose, a copy of this fully completed and signed form must be sent to us in advance by e-mail or post for each (returned) product/service call.
- For shipments, we will then send you a delivery bill including an RMA number (Return Material Authorization Number), which must be attached to the outside of the packaging so that it is clearly visible and protected from the weather. The original of this form must be enclosed with the delivery bill. A cost estimate will be sent to you for service calls.
- Before shipping or servicing, the equipment/parts must be completely drained and thoroughly cleaned inside and out! Suction and pressure flanges as well as cleaning and rinsing connections are to be closed with suitable, mechanically locked blind flanges to prevent unintentional leakage of liquids!
- Media with the following properties cannot be accepted/processed: explosive, radioactive, acute toxicity (category 1 and 2), develops flammable gases in contact with water, biological agents of risk group 3 and 4.
- For this reason, equipment/parts that have been in contact with media of the above-mentioned properties will only be accepted/processed if decontamination has been proven. If you are unable to carry out the decontamination yourself, NETZSCH reserves the right to refuse your shipment/service if necessary or to decontaminate the equipment/parts externally at a charge before starting work. This may also apply to substances with other properties.
- For the aforementioned reasons, we are unable to accept goods or carry out service/testing without a valid RMA number, and the shipment will therefore be rejected.

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Declaration of safety and harmlessness to health

ATTENTION: This declaration serves to protect our employees/service partners and the environment from harmful effects when handling hazardous substances and must therefore be completed in full when sending equipment/parts that have come into contact with the medium and when sending medium samples for tests. This also applies to service calls.

1. declaration of the operator

Please mark with a cross where applicable and enclose a safety data sheet/operating instructions.

- ☐ The machine/machine component was completely drained, carefully rinsed and thoroughly cleaned before delivery
- ☐ Special safety precautions in handling the pump/part are not necessary.
- ☐ The following safety precautions regarding residual liquid/remaining substances/solids are necessary with regard to employee protection, environmental protection and/or disposal (safety data sheet must be enclosed).

2. More details about the medium

	Fluid/Concentration	CAS No.	Harmless	Harmful	Corrosive/ Irritant	Harmful to the aquatic environment	Oxidizing	Flammable	Harmful	Acute toxicity Cat. 3 or 4	Biological Cat. 1 or 2
Process fluid 1											
Process fluid 2											
Cleaning fluid											

Water hazard: ☐ not hazardous to water ☐ generally hazardous to water: ☐ WGK 1 ☐ WGK 2 ☐ WGK 3

- ☐ A current safety data sheet (German/English) for the medium and, if applicable, for the cleaning agent has been attached to this attached to this form.
- ☐ An up-to-date operating instruction (German/English) for the medium and, if applicable, for the cleaning agent has been attached to this form.

Cleaning with water harmless: ☐ Yes ☐ No (Please specify suitable cleaning agent/method)

Other information on handling the medium and safety instructions:

Legally binding declaration

It is hereby confirmed that the present document has been filled in completely and truthfully. For direct and indirect damages, which are due to incorrect or missing information to the service company, the undersigned operating company declares itself liable. Likewise, the service company is held harmless from third party claims.

Place/Date:

Signature and stamp of the company:

Senden Drucken