

Complaints and guarantees

Case number

General information

| | | | | |
|-----------------------------------------------------|---------------------------------------|--------------------------------------|-----------------------------|---------------------------------------------|
| Electrical wholesaler / City / Customer * | | Installer: * | | |
| Contact person: * | | Phone / e-mail: | | |
| Phone/e-mail: * | | End customer: | | |
| Sales contact Proton Lighting AB: | | Phone/ e-mal: | | |
| When was the product ordered? | Quotation-, order- and invoice number | When was the product delivered? * | När togs produkten i drift? | When was the product complained about? * |
| Application / Object: | | | | |
| Where is the product installed today? * | | | | |
| Delivery address for repair or replacement product: | | | | |

Buyer's contract with the client

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|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| General delivery conditions: ALEM-09 | *Buyer's warranty period to the client: <input type="checkbox"/> 2 years electronics guarantee (applies to all non-contracted cases) <input type="checkbox"/> 3+2 years for construction contracts <small>(years 1-3 materials including reasonable agreed replacement costs; years 4-5 materials)</small> | | | |
| Are construction contracts available? <input type="checkbox"/> Yes <input type="checkbox"/> No | If Yes; Attach construction contract | | | |

Reclaimed product

| Quantity | E-number/Article number | Type designation | TO:no/Batch no. |
|----------|-------------------------|------------------|-----------------|
| * | | | |
| | | | |

Description of the issue

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Installation and operating conditions

| | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------|--------------------------------|
| <input type="checkbox"/> Indoor | <input type="checkbox"/> Outdoor | <input type="checkbox"/> Humid | <input type="checkbox"/> Dry | <input type="checkbox"/> Dusty |
| <input type="checkbox"/> Aggressive environment | <input type="checkbox"/> Vibrations | | | |
| <input type="checkbox"/> ceiling height | Permanently heated <input type="checkbox"/> Yes <input type="checkbox"/> No | Ambient temp. min-max | | |
| Are the product installed according to current regulations and Swedish standards? <input type="checkbox"/> Yes <input type="checkbox"/> No | Are the product installed according to mounting instructions? <input type="checkbox"/> Yes <input type="checkbox"/> No | Has the product been maintained as instructed? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Total amount of installed products * | Management of system: * | | | |

Proposal for action:

Are the following functions contacted?

| | | | | |
|-------------------------------------------|------------------------------------|--------------------------------------------|--------------------------------------------------------|--|
| <input type="checkbox"/> I Innesälj RK:nr | <input type="checkbox"/> Wholesale | <input type="checkbox"/> Product developm. | <input type="checkbox"/> Quality- and environment dep. | |
|-------------------------------------------|------------------------------------|--------------------------------------------|--------------------------------------------------------|--|

* = mandatory fields