

# Service Advice Note

(one note for each device, please copy if necessary)

**Customer Information:**

Sender/Name: \_\_\_\_\_

Company/Contact: \_\_\_\_\_

\_\_\_\_\_

Customer No./Address: \_\_\_\_\_

\_\_\_\_\_

Phone/Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Order Number: \_\_\_\_\_

Return agreed with: \_\_\_\_\_

**Product Return Information:**

- DEFECTIVE
- WRONG DELIVERY
- QUANTITY DEVIATION
- LEND OUT
- WRONG ORDER

Part Number	Description
Serial Number	RMA/RMN Ticket Number

**Error Description:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**When does the error occur?**

- continual     sporadically     temperature sensitive
  - after \_\_\_\_\_ min. running time
  - after \_\_\_\_\_ month in operation
  - defective after start-up             at initialisation
  - other:
- \_\_\_\_\_
- \_\_\_\_\_

**Additional Information:**

**With which software is the system operated?**

- GANTNER Software     PARTNER Software

Which software, which version:

\_\_\_\_\_

**Which other devices are connected to the product?**

\_\_\_\_\_

\_\_\_\_\_

**General Information:**

- Cost estimation required?  YES     NO
  - To be repaired with charge in case the error is not covered by guarantee?             YES     NO
  - Do you want defective/non-repairable devices to be returned to you?             YES     NO
- (if "NO" -> GANTNER will dispose these devices properly and professionally)

It is hereby confirmed that the service information has been read, understood and noted.

\_\_\_\_\_                      \_\_\_\_\_

Date                                      Signature

**Goods receipt at GANTNER Austria:**

STAMP

# Service Information

## GANTNER Return Addresses

### GANTNER Austria

Gantner Electronic GmbH  
Repair Department  
Bundesstraße 12  
6714 Nüziders  
AUSTRIA

### GANTNER Germany

Gantner Electronic GmbH Germany  
Porschestraße 13  
44809 Bochum  
GERMANY

Dear Customer,

thank you for your order and your trust in our company!

In order to process your request quickly, we ask for your assistance. For this purpose, the service advice note should be filled out as completely as possible. If you have any questions about an item or if there is a technical defect, you are welcome to contact us in advance by telephone during our support hours. Such cases can often be solved quickly and easily over the phone.

## GANTNER Support

### Support Austria

E-Mail: [support@gantner.com](mailto:support@gantner.com)  
Phone: +43 5552 33944 395

### Support Germany

E-Mail: [gtg@gantner.com](mailto:gtg@gantner.com)  
Phone: +49 (0) 931 880 887 200

Our support times and contact addresses can be found on our homepage: [GANTNER Support](#)

## Return Shipments

Please always send your return shipments in the original package, including all accessories (e.g. mounting sets, installation notes) and a copy of the invoice or delivery receipt, in one single, bigger package if necessary. Return shipments can only be accepted if they are delivered for free.

For return shipments in case of credit items please pay attention that items in opened, pasted or labelled packages as well as items, which are used or which are not in original condition, are excepted from return and they are handled as unauthorised returns. For return shipments, which are not to be represented by GANTNER, basically 10% of the invoice value will be retained as manipulation fee. GANTNER reserves the right to increase the manipulation fee due to activities involved in reprocessing.

Sealed packages, where the seal has been manipulated or broken, are automatically classified as opened. Customer-specific items, especially data carriers e.g. with special designs, labellings and colours, as well as project-specific items cannot be handled by the crediting process. These items will be returned unfree.

Wrong shipments and transport damages must be reported to us within ten days. Furthermore, transport damages must immediately be reported to the shipping company. Please always check the items directly on reception!

Details on repair charges and material returns are listed in the Policy of Return Material Authorization.

**IMPORTANT: Items made especially for you are excluded from returns!**

## Repair Handling

### Reception of Return Shipments:

Return shipments can only be accepted if they are delivered for free. Only complete devices but no single components will be accepted. Single components are in general seen and handled as complete device in the repair process.

In order to guarantee a fast and cost-efficient repair process, a completely filled Service Advice Note form or a detailed error description is necessary. Therefore, please always include a completely filled form to each device sent to us for repair.

### Cost Estimate:

If explicitly stated, we make a cost estimate for repair of your item.

After reception of our cost estimate please let us know if we shall process the repair to the stated costs within 10 calendar days. If no repair shall be performed, a lump-sum of EUR 64.00 applies for the cost estimate. The cost estimate is seen as accepted, if it is not replied within 15 calendar days.

### Repair Costs:

For the repairs of the devices our service and repair flat rates plus shipping costs apply.

### Data Carriers:

Basically repairs will not be done on data carriers (e.g. GAT Chip Card 200, GAT Chip Band 20, GAT Key Tag 7xxx, etc.). These products are classified as expendable items and will only be handled according to their guarantee. Reclamations have to be issued within 10 days after receipt of the item. Exempt from this are hidden defects like material failures and/or coding errors of the data carriers. In these cases a general warranty of 6 months, counting from the time of reception of the item, applies.