

Reference number (RMA, internal order number, delivery note  
e.g. 8056893 (8-digit number)

Purchase order number or project number e.g. 410079821 (410xxxxx)

## 1. Reason for return

### Standard repair (lump sum or warranty)

Device will be returned to customer

### Pre-Exchange already made

Device will not be returned to customer

### Upgrades or updates

Device will be returned to customer

### Analysis only, without repair

(please also choose one of the options below):

**Scrap device  
after analysis**

**Return device  
to customer**

### Refurbishment of accessories

Accessories will be returned to customer

### Sales return for credit

Please enter returns here: [SSU Sales Return Information Form](#)

If available, please enter SICK complaint or support reference (e.g. Support-Portal ticket #, SCM-Tool ticket #)

### Detailed report required additional cost

Select only if ordered by customer

#### 4D-Report or Analysis Report for presence detection devices

#### 8D-Report

Please enter SICK complaint/support reference (see above)

## 2. Device information

Device type

Device part number

Number of affected devices

If applicable: system part number

If applicable: system serial number

Device serial number S/N; Date-code

### Mandatory details: Error description, error code, troubleshooting measures taken, other information

In case of upgrade/update/refurbishment please enter product number or describe what should be done.

Device analyzed with DAT/smartDAT

#### Error shown:

Immediately after power up

Seldom / Randomly

Periodically after (min/h/days)

#### Working environment of the device:

Temperature: Range from to (°C/°F)

Vibration Dust

Humidity Others

## 3. SSU & customer information

SSU

Customer name

#### Comments:

Enter special agreements or needs here e.g. express shipment



**I herewith confirm, that the returned device is not contaminated with any hazardous materials.\***

\* The device and all its components is free from pollutants that are hazardous to health, corrosive, poisonous and/or radioactive materials.

#### Issued by:

\_\_\_\_\_  
Date, name

\_\_\_\_\_  
Signature