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| Product reclamation sheet | |
| Master | NPI |
| Version | 1.1 / 3.1.2017 |
| Comments | To be filled with all reclamation which concern a suspected product failure or wrong operation. |

Product type and version information:

|  |  |  |
| --- | --- | --- |
| Main product version | * Airis (SR3) * Siro (SR2) * Smart (SR1) | |
| Sensor unit serial/batch number  (see product label “S/N”) |  | |
| Sensor unit software version  (see product label “SW”) |  | |
| PCU model | * PCU6.3-F * PCU6.1-F * PCU6.3-P * PCU6.1-S * PCU6.1-P * PCU6.1-PP | * PCU3 * PCU3-W * PCU3-WP * PCU4.1-U * PCU5.1-P * PCU5.1-PP |
| PCU serial/batch number  (see product label “S/N”) |  | |
| PCU software version  (see product label “SW”) |  | |
| Accessory product model | * CTU1.2 * Connection HUB * LDS-sensor | * Power supply / APC * Demo unit * Wireless button |
| Accessory product serial/batch number  (see product label “S/N”) |  | |
| Accessory product software version  (see product label “SW”) |  | |

Failure type and information:

|  |  |
| --- | --- |
| Failure type | * Dead on arrival (Problem in installation) * Killed in action (has been working for some time) |
| If possible, check the error code by pressing the OK-button. What color and how many blinks? |  |
| Intermittent / continuous error? | * Intermittent * Continuous |
| Other information   * Description of the defect, error codes and how the product behaves * Stove type and model (Photo   of the marking plate)   * Installation enviroment (Photo) * Pictures of the installation |  |

Client information:

|  |  |
| --- | --- |
| Client info |  |
| Contact info, if necessary |  |

Instructions:

Fill this information in Freshdesk portal or scan this document and send by email to [support@safera.com](mailto:support@safera.com) and send filled document with defect product.