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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
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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 and send filled document with defect product.