

## SERVICE REQUEST FORM

### A) Client

Company name:  
VAT No.:  
Street:  
City:  
Postal code:  
Contact person and phone number:  
E-mail:

### B) Customer - the person who confirms the elimination of the defect (at the place of installation)

Contact person:  
Address of the installation (Street, City, P.C.):  
E-mail:  
Phone Number:

### C) The product type (its designation and serial number)

### D) Description of the defect

**Purchase date:**

**Date of application of the defect:**

**If the device is repaired during the warranty period, a copy of the warranty card or invoice (customer = place of installation) must be provided with this duly completed service request.**

**After announcing the repair date, it is necessary to confirm this date at least 24 hours in advance. If service intervention is no longer required, this period can be cancelled without compensation, but at least 24 hours before the specified repair date.**

The customer agrees to reimburse all costs associated with the elimination of a defect in the equipment (the device is put into operation) in the event of non-recognition of the warranty.

The warranty does not apply to:

- scratching and deterioration of the surface of the material due to the use of poor cleaning agents (abrasive-based agents must not be used), chlorine-containing agents that can cause corrosion of the product
- defects caused by non-compliance with the installation instructions and technical standards (incorrect installation, setting/adjustment of the sensor for specific installation conditions)
- contamination of strainers, valves, membranes, aerators and filters
- mechanical damage
- additionally detected incompleteness of the goods (the contents of the goods are part of each product)

Warranty and post-warranty service can be applied to contracted service companies.

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