

RETURN MATERIAL AUTORISATION FORM

RMA NUMBER (Reserved for CimPro)	RETURNS PROCEDURE 1. Fill in one sheet per product with all details 2. Attached this form to the product 3. Return form with goods to address shown on right	CimPro Belgium Europark Oost 34 B-9100 Sint Niklaas België PH: + 32 3 765 09 53 FAX: + 32 3 765 09 54 e-mail: support@cimpro.com
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PLEASE NOTE: Goods can only be repaired when accompanied by this form with all details completed

YOUR CONTACT DETAILS

DATE:

COMPANY NAME: DELIVERY ADDRESS: PHONE NUMBER: FAX NUMBER:	TECHNICAL CONTACT PERSON TELEPHONE e-mail:
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PRODUCT

CPU3 <input type="checkbox"/>	MODEL: <input style="width: 150px;" type="text"/>	(ex: 16 DI)	SN: <input style="width: 100px;" type="text"/>	OS: <input style="width: 60px;" type="text"/>
TBOX MS <input type="checkbox"/>	MODEL: <input style="width: 150px;" type="text"/>	(ex: MS-GSM-4G (C-03))	SN: <input style="width: 100px;" type="text"/>	OS: <input style="width: 60px;" type="text"/>
TBOX-LT,LP,... <input type="checkbox"/>	MODEL: <input style="width: 150px;" type="text"/>	(ex: LT-200-GE-XG (C-03))	SN: <input style="width: 100px;" type="text"/>	OS: <input style="width: 60px;" type="text"/>
ACCESSORIES <input type="checkbox"/>	MODEL: <input style="width: 150px;" type="text"/>	(ex: ACC-RSRS)	SN: <input style="width: 100px;" type="text"/>	

POWER SUPPLY

FAILURE

LED BLINKING

<input type="checkbox"/> AC	<input type="checkbox"/> During normal operation	<input type="checkbox"/> ½ Hz	<input type="checkbox"/> 2 Hz	<input type="checkbox"/> 8 Hz	<input type="checkbox"/> ON	<input type="checkbox"/> OFF
<input type="checkbox"/> 12 Vdc	<input type="checkbox"/> Dead out of the box	RUN/PGM <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 24 Vdc	<input type="checkbox"/> During installation/Manipulation	ERR <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> -48 Vdc	<input type="checkbox"/> Storm/Lighting/Overvoltage	CS <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	Other: _____	MAIN <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION PROBLEM

NO PROBLEM
 RS232
 RS485
 PSTN
 Ethernet
 GSM
 Other: _____

Has the latest OS being uploaded to the Tbox? Yes No

Check <http://www.cimpro.com/> (Support / Download section)

PROBLEM Comments / Additional information

FACTORY WARRANTY	PURCHASE DATE	ORDER NUMBER
Goods are under warranty from date of purchase, unless otherwise arranged by contract. Please note that goods are not covered under warranty when subjected to improper use. If goods are under warranty, please complete the following otherwise goods will be charged for.		

CSE-Semaphore Diagnose / Repair result

Received date:

Completion date :