

IONTIPS WARRANTY REQUEST FORM

We are sorry to hear that you are having problems with our probes. Together with our distributors we will do our best to help you as soon as possible. This form is used to initiate the warranty request procedure for probes which do not meet the specifications.

To process and assess your warranty request quickly, please send an e-mail (with this completed form attached) to our specific distributor – or to support@exaddon.com if you are a direct customer of Exaddon.

Please do not send back any probes without explicit request and instructions from Exaddon, as this will result in customs and VAT charges. Please keep the probes until further instruction or until you have received replacement probes.

INSTRUCTIONS

The table below is for one or more probes of the same type with the same issue. If you would like to report a further issue or probe type, please complete a new warranty request form.

1. Probe/ group of probes	a. Choose unmet specifications or issue	Serial number(s) (CYSN): Probe type: Other:	Application in: a) <input type="checkbox"/> liquid b) <input type="checkbox"/> air
		Probe(s) were used in the following workflow: Choose an item. Other:	
		Unmet specification(s)/issue(s): a) <input type="checkbox"/> the probe(s) visibly leak(s) b) <input type="checkbox"/> the probe(s) cannot be filled c) <input type="checkbox"/> the probe adapter(s) do/does not fit tightly or is/are broken d) <input type="checkbox"/> no or poor laser signal e) <input type="checkbox"/> other, please specify:	

	<p>b. Proof that you will send us as attachment</p>	<p>Which proof are you sending us for each probe or group of probes?</p> <p>a) <input type="checkbox"/> video</p> <p>b) <input type="checkbox"/> image</p> <p>c) <input type="checkbox"/> sketch</p> <p>d) <input type="checkbox"/> other</p>
	<p>c. Please enter a detailed description of the problem (also tell us your assumption of possible causes)</p>	<p>Detailed problem description:</p> <p>Assumption(s) of possible causes:</p>
	<p>d. Used iontip ink and chamber solution</p>	<p>Iontip ink used:</p> <p>If other, please specify the iontip ink used:</p> <p>Chamber solution used:</p> <p>If other, please specify the chamber solution used:</p>

Thank you for taking the time to help us improve our products and services!