



Returning DILO Devices

Before returning your DILO device to us, it is imperative that you inform DILO if the substances used in the equipment are hazardous to health. This information is critical for the safety of our employees. They are decisive for the procedures that we apply when carrying out the work on your device.

Before your device is sent to us, we respectfully ask that you contact DILO by returning the completed declaration form to us. Once this has been completed, you will receive from us a form with a return authorisation number attached. Please attach this form to the equipment you wish to return.

Please note that without this return authorisation number your device cannot be processed and delays may well occur. In addition, this number must also be referenced on all relevant documentation such as purchase orders, delivery notes, etc.

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Upon request, we will provide you with a non-binding preliminary estimate. The basis for the repair and invoicing is our quote, including a service report, which we will send to you after internal assessment of the device.

Please note that if you do not accept the quote including the service report, you will be charged inspection costs covering the work involved in inspection and functional testing at DILO.

We thank you in advance for your cooperation.

Please return the completed check list to:

DILO Service GmbH

E-Mail: repair@dilo.eu



Section 1: General information

Customer address:

Company:

Contact person:

Address:

Postal code / City:

Country:

Phone:

E-Mail:

Delivery date

Delivery address: (if different from customer address)

Company:

Contact person:

Address:

Postal code / City:

Country:

Phone:

E-Mail:

Section 2: Device specifications

Type:

Year of construction:

Serial-no.:

Operating voltage:

Reason of returning:

Repair

Maintenance

Retrofit

Calibration

Disposal

Error description / Cause of malfunction:



Section 3: Information on possible contamination of the device

	SF ₆	C4	Other gas
Which gas was used to operate/fill the device/component?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With which other gas was the device/component operated/filled? Please specify the gas.			
		Yes	No
Does the device/component contain any SF ₆ decomposition products?		<input type="radio"/>	<input type="radio"/>
Does the device/component contain any other decomposition products?		<input type="radio"/>	<input type="radio"/>
Can the device be opened safely?		<input type="radio"/>	<input type="radio"/>

Section 4: Packing details

Weight in kg:

Dimensions in cm:

Type of packaging:

Devices on fixing and steerable rollers must be fixed onto pallets for safety reasons.

Loading facilities available: YES NO

Other points to consider:



Section 5: Legally binding confirmation

Hereby I assure that the given information is correct and complete. The dispatch takes place according to the legal regulations (packaging, transportation and labelling included).

Name:

Date:

Signature:

You will find our current data privacy statement under: <https://de.dilo.com/en/data-privacy/>