complaint request

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in case of faults or defects, check the manual, see: http://www.asa-innovation.com/

For fast and correct processing of the complaint, it is required to complete ALL yellow fields.
Incorrect and incomplete data can lead to delays in processing!

required fields to be completed by the customer

company name:

date:

contact person:

item number:

phone number:

claim number customer:

collection address:

email:

package data for collection (L x W x H; cm / Weight):

parts **item description**

production number / serial number

WO-

delivery note number:

failure description: Please note that for all types of failures the related pages have to be filled out, chapter 1.1 to 5.1

☐ (1) leakage ☐ (2) electrical failure ☐ (3) transport damage

☐ (4) wrong delivery ☐ (5) other failure

customer description of the complaint:

In case of manipulation of the claimed components warranty is voided

note:

Unless otherwise agreed, asa technology may examine those components that can only be analyzed by means of irreparable destruction without the explicit consent of the customer (for example, cutting leaky cooling radiators). If the claimed goods shall be returned to the customer, the customer has to request this within 10 working days after response of the complaint. Otherwise, the goods will be scrapped.

1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

1.1 cooler:

how long was the cooler in use:

operating hours: | date of first operation:

which fluid was used:

bypass yes ☐ no ☐

installation situation:

mobile ☐ stationary ☐ | indoor ☐ outdoor ☐

min / max. oil temperature: min [°C]: | max [°C]:

ambient temperature [°C]:

oil flow: average [L/min]: | max [L/min]:

oil pressure: average [bar]: | max [bar]:

connection: pipe ☐ hose ☐ | rigid ☐ flexible ☐

where is the leak weld ☐ connection ☐ radiator core ☐

occurrence of the leakage: constantly ☐ drops ☐

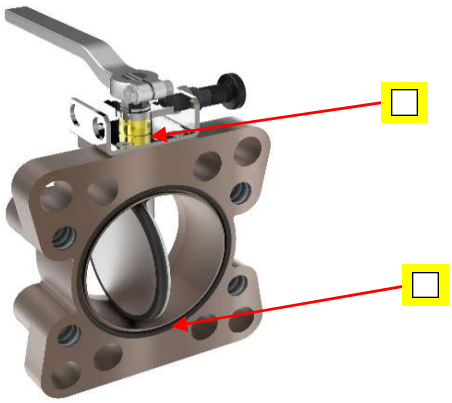
pictures of the leak (claimed part): pictures

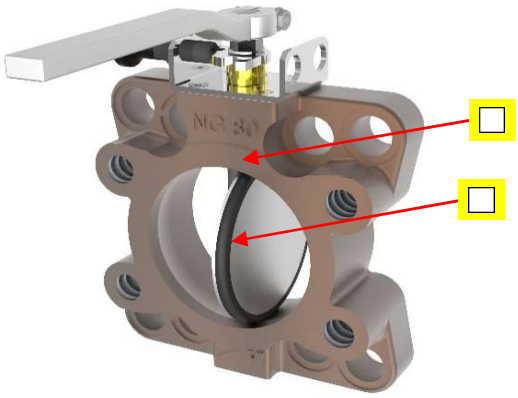
1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

1.2 butterfly valve

where is the leakage (tick):





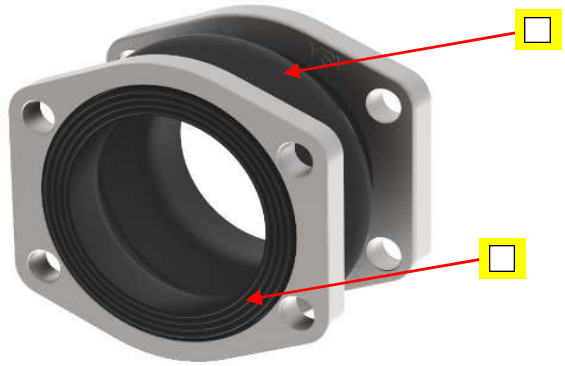
min / max. oil temperature:	min [°C]:		max [°C]:	
counter surface plane:	yes ☐	no ☐		
roughness of the counter surface:		Ra (µm)		
which fluid was used:				
tightening torque according to the operating instructions:	yes ☐	no ☐		
installation situation according to the operating instructions:	yes ☐	no ☐		
pictures of the leak (claimed part):	pictures			

1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

1.3 compensator:

where is the leakage (tick):



min / max. Oil temperature: min [°C]: max [°C]:

which fluid was used:

counter surface plane: yes ☐ no ☐

roughness of the counter surface: Ra (µm)

are there visible cracks inside the rubber yes ☐ no ☐

tightening torque according to the manual: yes ☐ no ☐

installation situation according to the manual: yes ☐ no ☐

movement: lateral [mm]: axial [mm] :

angular displacement:

pictures of the leak (claimed part): pictures

1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

1.4 pump:

how long was the pump in use:				
operating hours:		date of first operation:		
which fluid was used:				
installation situation:				
mobile ☐ stationary ☐		indoor ☐ outdoor ☐		
min / max. oil temperature:	min [°C]:		max [°C]:	
oil flow:	average [L/min]:		max [L/min]:	
oil preasure:	average [bar]:		max [bar]:	
connection:	pipe ☐	hose ☐	rigid ☐	flexible ☐
where is the leak	weld ☐	connection ☐	radiator core ☐	
occurrence of the leakage:	constantly ☐	drops ☐		
pictures of the leak (claimed part):	pictures			

2. electrical failure

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

2.1 fan:

how long was the fan in use:

operating hours: | date of first operation:

which voltage is used: 12V ☐ 24V ☐ other ☐

ambient temperature [°C]:

installation: mobile ☐ stationary ☐

operation area

how is the fan operated? on/off ☐ with ILLZTCxx ☐ other ☐

delivery: installed on radiator ☐ as a kit ☐ other ☐

pictures of the claimed part: pictures

2. electrical failure

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

2.2 fan control / sensor and temperature-switch

how long was the controller in use:

operating hours: | date of first operation:

which voltage is used: 12V ☐ 24V ☐ other ☐

ambient temperature [°C]:

min / max. oil temperature (sensor / T-switch): min [°C]: | max [°C]:

installation: mobile ☐ stationary ☐

operation area

delivery:

installed on radiator ☐ as a kit ☐ other ☐

WO number of the cooler required

(data sheet of the connected load required)

use with (with sensor / temperature-switch):

asa ILLZTC ☐ own application ☐

description of the construction required

pictures of the claimed part: pictures

3.transport damage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

3.1 transport damage

Please check the condition of the accepted goods when receiving the complaint. In case of obvious transport damage, please note this immediately on the accompanying freight documents of the freight forwarder. Hidden damage must be reported in writing to the carrier within 7 working days.

who organized the delivery (specify Incoterms)	
is it an obvious transport damage?	yes ☐ no ☐
is it a covered transport damage?	yes ☐ no ☐
has the damage been noted at receipt (on delivery note) yes ☐ no ☐ other ☐	**if not, why not?**
what was damaged during transport (article number)	
Pictures of the claimed part and package: pictures	

4. wrong delivery

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

4.1 wrong delivery

is the entire delivery wrong	yes ☐ no ☐	**if not, wrong pos .:**	
wrong delivery note?	yes ☐ no ☐	**if yes, delivery note no .:**	
is there a difference in quantity?	yes ☐ no ☐	**if yes, which pos .:**	
specify quantity difference target amount (pcs):		**actual amount (pcs):**	
pictures of the wrong delivery	pictures		

5. other failure

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions

5.1 other failure:

exact error description:

how long was the claimed part in use:

operating hours: | date of first operation:

installation situation:

mobile ☐ stationary ☐ | indoor ☐ outdoor ☐

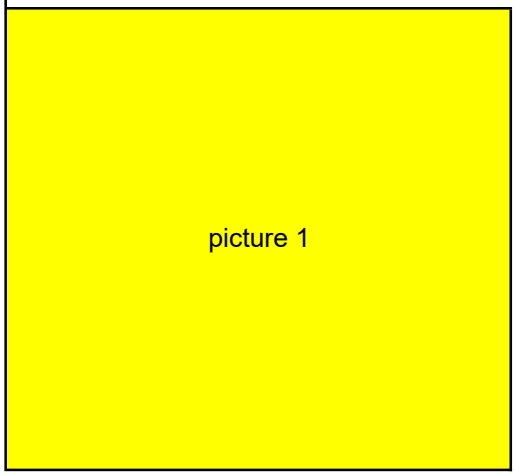
application description:

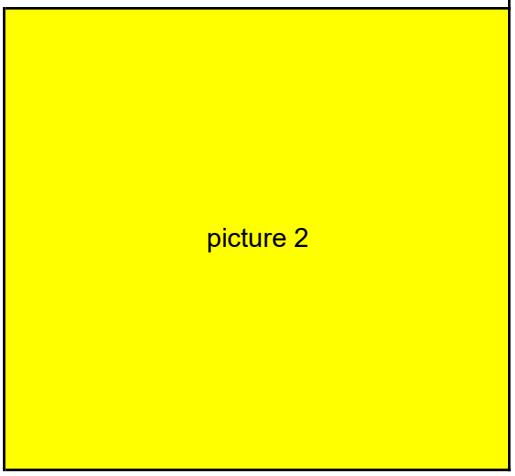
min / max. operating temperatures: min [°C]: | max [°C]:

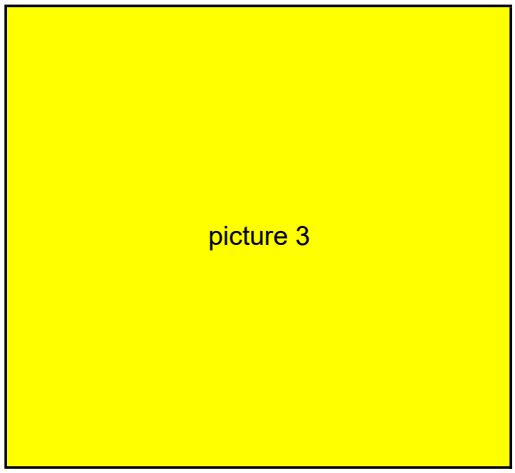
connection if available: pipe ☐ hose ☐ | rigid ☐ flexible ☐

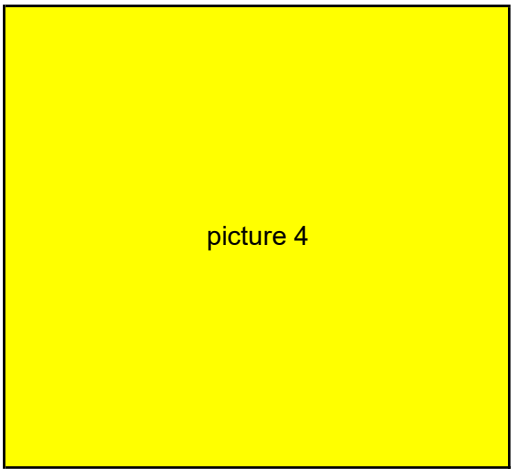
pictures of the damaged part pictures

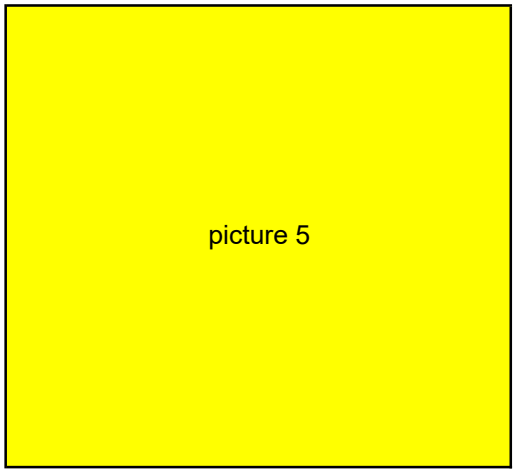
pictures of the damaged part:

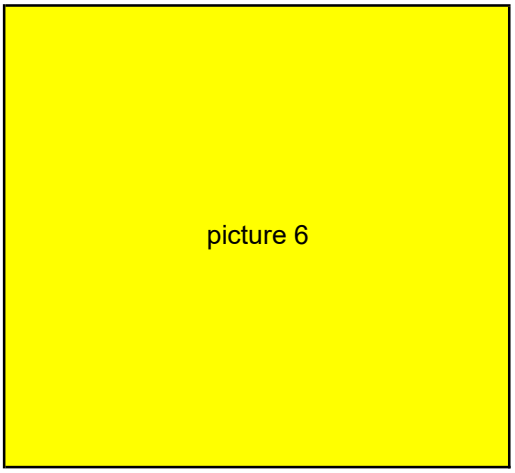


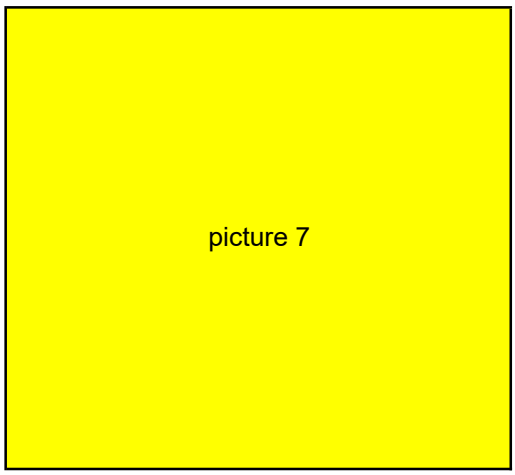


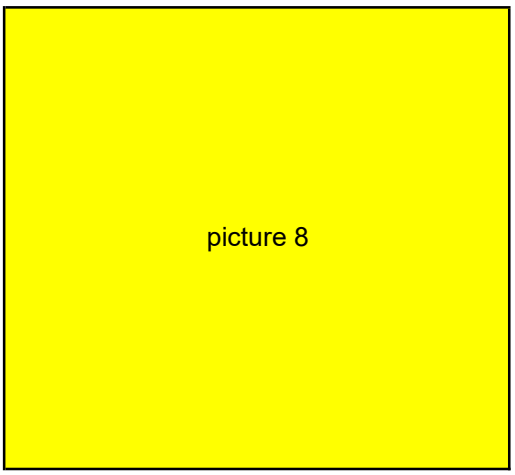


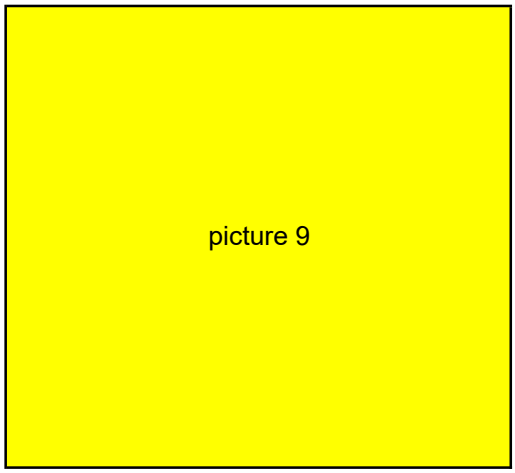


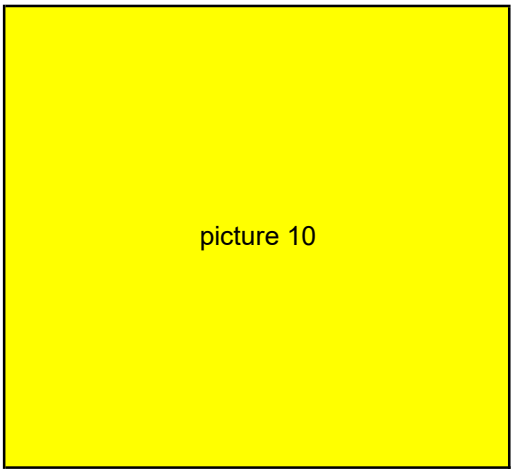





picture 7


picture 8


picture 9


picture 10