

**ATTENTION!** Please note that your complaint can only be processed with a fully completed form. Upon receipt of this form, we will contact you immediately. Please enclose this document with the return of goods.



**ADDRESS for RETURN SHIPMENT**  
Handelsstraße 8 | 4300 St. Valentin  
Tel.: +43 7435 58 488-0  
technik@peraqua.com

# SERVICE FORM

## CUSTOMER DATA

<b>Company name*</b>
<b>Contact person*</b>
<b>E-Mail contact person*</b>
<b>Phone number contact person</b>

We inform you that € 125, - will be charged for the preparation of a cost estimate, which includes the corresponding assessment and cause of error.

In case of a repair due to the release of the statement of costs and in case of warranty, the € 125 will not accrue additionally. Warranty cases are determined exclusively by the manufacturer.

\* mandatory  
\*\* subject to approval by Peraqua.

## PRODUCT

<b>Product description*</b>
<b>Invoice number &amp; date of purchase*</b>
<b>Prod. No.*</b>
<b>Serial number*</b>

<b>Quantity (for products without serial no., e.g. LED adagio)</b>
<b>Internal complaint/claim number</b>

## Reason for complaint\*

- Operation failure     Wrong goods delivered     Goods are incomplete  
 Goods damaged     Others: .....

## Customer request\*\*

- Credit note     Repair / cost estimate     Exchange  
 Send missing items     Others: .....

**DETAILED DESCRIPTION OF THE ERROR**

Since when does the error occur? .....

When does the error occur?  Always  under certain conditions: .....

**CONDITIONS OF USE**

The following fields are required for branded products:   

Which medium\*

Temperature of the medium / environment\*

System pressure\*

Duration of use\*

Field of application\*

Indoor or outdoor use\*

Batch number\*

Can the device still be switched on? \*  
 Yes  No

What is the line voltage? \*

Ist he power supply ensured? \*  
 Yes  No

Do indicator lamps/which light up? \*  
 Yes: .....  No

If a noise development is noticeable, how can it be described? \*

**ATTACHEMENTS:**       Pictures       Invoice       .....

\_\_\_\_\_  
Signature

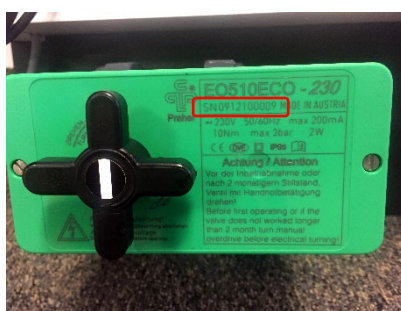
\_\_\_\_\_  
Place and date

## HOW TO FIND THE ARTICLE NUMBER...

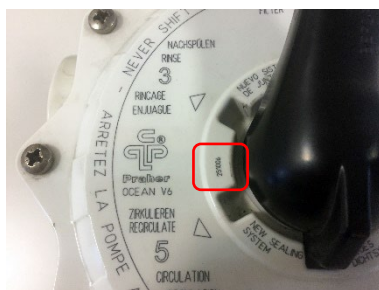
### Automatic backwash valves



### Ball valves



### Manual backwash valves



### Heat pumps

