

## Return Form/Declaration of Decontamination

### Declaration regarding potential dangers posed by the enclosed products due to hazardous substances\* or compounds

\* Classification preferably according to CLP (Classification, Labeling, and Packaging) Regulation

To ensure smooth acceptance and execution of the service order, please **complete this declaration** in full. The repair will not be carried out if the declaration is not completed.

**Please attach this document, together with the provided RMA number, to the outside of the return package, and send it prior to shipping by email to [support@knick.de](mailto:support@knick.de)**

## RMA

RMA number (can be obtained by calling +49 30 80 191-241 or from [support@knick.de](mailto:support@knick.de))

### Customer data and contact for inquiries

Company name

Address

Technical contact

Phone/email

Commercial contact

Phone/email

### Reason for return

- ☐ Repair/complaint      ☐ Calibration      ☐ Incorrectly ordered      ☐ Incorrectly delivered
- ☐ Other (please state in "Description of error")

### Details of Knick product

Product name

Serial number









Included accessories

- ☐ The returned product is new/unused.
- ☐ The returned product has not been in contact with hazardous substances or compounds.
- ☐ The returned product has been in contact with hazardous substances or compounds. Please specify in the table.

### Please note:

Prior to returning, take appropriate steps to clean/decontaminate the product. If devices have come into contact with radioactive substances, no repair can be carried out by Knick GmbH & Co. KG.

Please state the hazardous substance(s) with which the returned product has come into contact and tick the applicable hazard symbol. **Please state the CAS number of the hazardous substance or enclose the complete safety data sheets.**

Hazardous substances	 Oxidizing	 Flammable	 Corrosive	 Hazard to health	 Acute toxicity	 Serious hazard to health	 Environmentally hazardous	 Biohazard
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What type of cleaning or decontamination was carried out? Which cleaning agents (please include safety data sheets) were used?

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When shipping, the legal requirements for packaging and labeling must be observed.

If you have any questions, please contact:

Phone: +49 30 80191-241

Email: support@knick.de

By signing below, you confirm that you have completed this declaration fully and truthfully to the best of your knowledge and that the returned parts have been carefully cleaned/decontaminated. They are therefore free from residues in hazardous quantities. The sender is liable for any damage caused by missing/unmarked decontamination of the returned device.

Place/date

Name (capital letters)

Signature and company stamp

## Error Information for Return

Can the customer provide diagrams or printouts?

☐ No ☐ Yes / which ones? \_\_\_\_\_

Have you ever been able to carry out your measuring task successfully with this product?

☐ No ☐ Yes / how long? \_\_\_\_\_

Did the error occur after replacement/modification of:

Components ☐ No ☐ Yes / which ones? \_\_\_\_\_

Parameters ☐ No ☐ Yes / which ones? \_\_\_\_\_

Software ☐ No ☐ Yes / which ones? \_\_\_\_\_

How or when does the error occur?

Constantly No Yes

Periodically, after a certain:

Operating time (time intervals) No Yes \_\_\_\_\_

Temperature change No Yes \_\_\_\_\_

Change of process medium No Yes \_\_\_\_\_

Mech. movement / vibration No Yes \_\_\_\_\_

Humidity No Yes \_\_\_\_\_

Time of day No Yes \_\_\_\_\_

Installation location No Yes \_\_\_\_\_

Other / unknown? No Yes \_\_\_\_\_

Physical/chemical parameters of the process medium:

Process variable: pH ORP Cond ☐ O<sub>2</sub> Temperature range: \_\_\_\_\_ °C

Measuring range: \_\_\_\_\_ Pressure range: \_\_\_\_\_ bar

Water quality (e.g. wastewater, ultrapure water): \_\_\_\_\_

Description of error:

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