

Return form with 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**. If this is not available, we can unfortunately not repair your device due to the possible danger.

Please attach this document, together with the provided RMA/VR number, to the outside of the return package, and send it prior to shipping by email to: support@knick.de

RMA

VR

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

Customer data and contact for queries

Company name

Address

Email

Contact for queries

Phone

Reason for return

- ☐ Repair/complaint ☐ Calibration ☐ Incorrectly ordered ☐ Incorrectly received
☐ 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.

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
	☐	☐	☐	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐	☐	☐	☐

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

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 in block letters

Company stamp and signature

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

☐ O₂

Temperature range:

°C

Measuring range:

Pressure range:

bar

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

Description of error:

