Nonconformity Report

CONTACT DATA 1

Distributor / Catalogue dealer:

Date

Contact person:

Contact details:

Operator / Customer:

Address:

Customer number:

PRODUCT DATA 2

		Product name	Item number	Serial number / Batch number
HettCube				
	Accessory			
Centrifuge / other equipment				
	Rotor			
	Carrier			
	Adapter			

Program (parameters)	RPM / RCF	Running time	Temp. °C	Run-up	Run-down

Software version	Operating hours	Rotor / Carriers adopted from another centrifuge?	
		yes ☐	no ☐

NONCONFORMITY 3

Error message?	Error code:	When did the error occur?
yes ☐ no ☐		Date:

Detailed description

Examinations that have been carried out according to the repair manual

Additional information in the attachment, e.g. photos, reports, etc.?

Did the incident	result in injuries? yes ☐ no ☐	If so, please describe incident
require medical care? yes ☐ no ☐	result in fatalities? yes ☐ no ☐	

Spare parts required for repair	Spare parts number

TECHNICAL CLAIM 4

1. Equipment					
2. Power unit	☐ Braking resistor	☐ Brushes	☐ Sealing (motor chamber)	☐ Rubber-metal bearing	
	☐ Fan	☐ Driving tappet	☐ Motor	☐ Motor shaft	☐ Motor cover
	☐ Speed sensor	☐ Imbalance sensor			
3. Housing	☐ Lid cover	☐ Cover foil	☐ Sealing ring	☐ Adjusting knob	☐ Front panel
	☐ Warning stickers	☐ Ventilator grilles	☐ Type plate	☐ Rubber feet	
4. Cooling / Heating	☐ Heating coil	☐ Refrigerant	☐ Compressor	☐ Condenser	☐ Fan
	☐ Magnetic valve	☐ Soft start unit	☐ Centrifuging chamber (winding)	☐ Temperature sensor (condenser)	☐ Temperature sensor (chamber)
	☐ Temperature sensor (lid)		☐ Dryer	☐ Tubing	☐ Valve
5. Electronics	☐ Rotary encoder	☐ Frequency converter	☐ Main board	☐ Mains switch	☐ Control panel
	☐ Transformer	☐ Wiring	☐ Supply board		
6. Electromechanics	☐ Key lock	☐ Lid lock			
7. Mechanics	☐ Lid spring	☐ Centrifuging chamber	☐ Hinges		
8. Accessories	☐ Rotor	☐ Rotor lid	☐ Carrier	☐ Carrier lid	☐ Adapter
	☐ Frame	☐ Rack	☐ Insert	☐ Sample tubes/bottles	
9. Software	☐	**10. Other**	☐		

Detailed description of point 1 – 10 (Engineering)

NON-TECHNICAL CLAIM 5

1. Customer service	☐	**2. Quotation**	☐	**3. Lead time / Delivery reliability**	☐
4. Order processing	☐	**5. Transportation safety**	☐	**6. Completion kit (connecting cable, rotor spanner, etc.)**	☐
7. Operating manual	☐	**8. Instruction sheets**	☐	**9. Delivery note**	☐
10. Shipping documents	☐	**11. Packaging**	☐	**12. Transportation**	☐
13. Setup / Instruction	☐	**14. Maintenance**	☐	**15. Repairs**	☐
16. Labeling	☐	**17. Other**	☐		

Detailed description of point 1 – 17 (Processing)

Evaluation (only internal)			
☐ Warranty	☐ Goodwill	☐ Replacement against payment	☐ Repair against payment

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