

Field Failure Report - Industrial Products

In order that all incoming goods to COMET are directed quickly and efficiently to the appropriate party, the information you give us below is of the greatest importance. Please complete this form and e-mail it to service.xray@comet.ch BEFORE returning the goods. COMET will then issue a RMA-number to you by e-mailing you a service notification. Please include a copy of the service notification in the shipping documents and return the goods to:

COMET AG
Herrengasse 10
CH-3175 Flamatt
Switzerland

- IMPORTANT!** → No return shipments are accepted without COMET service notification.
 → Analysis: For an analysis with estimate an inspection fee applies
 → Transportation damage: If transport insurance has been covered by COMET, a report from the insurance broker, carrier or postal service has to be returned immediately.

1. Customer Identification	Company Name:		
Contact person:	Phone:		
Customer Reference:	E-mail:		

2. Components to be returned	Original delivery date:	Installation date:	Failure date:
Part-Designation:	Part No.:	Serial No.:	Failure description / Error message:

3. Operation conditions	Remarks:		
Operating Voltage: kV	Operating current: mA	Operating time: h total	
Ambient temperature: °C	Duty cycle: h / day	Application:	

4. Reason for return	in-warranty claim (requires information in all 7 sections to be filled out completely)		not for warranty claim
Analysis & Estimate	Repair (no estimate requested)	Other	

5. Detailed Failure Description	

6. Components: Returned unit was installed with	COMET XRS Serial No.:						
Generator manufacturer:	COMET	Bosello	Gulmay	Spellmann	GE	other:	
Generator cathode, type:				Generator anode, type:			
Generator cathode s/n:				Generator anode, s/n:			
COMET HV-cable cathode, s/n:				COMET HV-cable anode, s/n:			
COMET controller, s/n:				COMET power supply, s/n:			
COMET cooler, s/n:				COMET tube, s/n:			

7. Signatures	Name (please print when filled out by hand):	Date:
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Technology with Passion

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