

# 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 [customerservice@cometusa.com](mailto:customerservice@cometusa.com) 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 Technologies USA Inc.**  
**100 Trap Falls Road Extension**  
**Shelton, CT 06484**  
**USA**

- 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.

<b>1. Customer Identification</b>		Company Name:	
Contact person:		Phone:	
Customer Reference:		E-mail:	

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

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

<b>4. Reason for return</b>		<input type="checkbox"/> in-warranty claim	<input type="checkbox"/> not for warranty claim
<input type="checkbox"/> Analysis & Estimate	<input type="checkbox"/> Repair (no estimate requested)	<input type="checkbox"/> Other	

<b>5. Detailed Failure Description</b>	

<b>6. Components: Returned unit was installed with ....</b>		COMET XRS Serial No.:	
<input type="checkbox"/> COMET generator, type:	s/n:	<input type="checkbox"/> Bosello generator, type:	
<input type="checkbox"/> Gulmay generator, type:		<input type="checkbox"/> Spellman generator, type:	
<input type="checkbox"/> GE generator, type:		<input type="checkbox"/> other generator, type:	
<input type="checkbox"/> COMET tube, type:	s/n:	<input type="checkbox"/> COMET cooler, type:	s/n:
<input type="checkbox"/> COMET HV-cable cathode, s/n:		<input type="checkbox"/> COMET HV-cable anode, s/n:	

<b>7. Signatures</b>	Name (please print when filled out by hand):	Date:
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