Although we get very few failed units returned, we are very keen to learn as much as possible about any failures that do occur. So we can improve our products and documentation, please fill in the following information as fully as possible and return with the faulty unit.

Trinity Court
Buckingway Business Park
Swavesey, Cambridge
CB24 4UQ, UK
tel: +44 1954 234970

Product Failure Report

Units within warranty will be repaired for free, unless they have been misused. Units out of warranty will be repaired after quotation, unless we consider the repair uneconomic. Whether the unit is in warranty or not, there will be a charge if no fault can be found with the unit. The customer/distributor is responsible for all shipping charges and taxes.

Please note that there might be a charge for units returned without a fault description or if no fault is found.

Who should we contact to find out more information about the failure?	Name: Company: Telephone number: Email address:
RMA number issued by Gardasoft Vision	
Non-warranty repairs and if no fault found.	Please sign here to show that you agree to the charging policy given below:
Date	
Product type	
Serial number	

What is wrong with the unit?

How/when did the failure occur?
On delivery of the product?
During experimentation/research?
During normal operation?

Was there an unusual event which caused the failure? Has the unit been wrongly used in any way? Has the unit been used outside its specification?

What parameters were set? For example, continuous/pulse/selected mode, output current, pulse delay, pulse width, supply voltage, voltage/current rating of lighting?

Any other useful information about the failure? Is there anything that can be improved in the product or documentation?