GARDASOFT
Machine   Vision   Control

RMA Fault Report Form

If information is missing from below, we may not be able to proceed with the investigation until all information is provided.

GVL RMA Number *(Internal use)*	

Customer Reference Number	
Company	
Contact	
Date	

Product		Serial Number	

What is wrong with the Unit?

What is the application our product used in?	
Did it fail on first time use?	
Was it changed from one application to another?	

Controller settings at time of failure					
Pulse Mode	**Output current**	**Pulse Delay**	**Pulse Width**	**Supply Voltage**	**Voltage/Current Rating of Light**

Cable Length / Size?		**Number of channels in use and settings?**	
Please provide screenshot of Gardasoft Maint if possible			

Please contact vision@gardasoft.com if you have any questions.

RMAs out of warranty will be repaired at a price depending on nature of repair. A quote will be sent in advance of repair.
RMAs within warranty will be repaired free of charge unless determined to have been misused.

Whether the unit is in warranty or not, there will be a charge if no fault can be found with the unit during investigation.
The customer/distributor is responsible for all shipping charges and taxes.

By completing this form, you accept the RMA policy given above.