

CLAIM REPORT



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in case of faults or defects, check the manual, see: <http://www.asa-innovation.com/>
For fast and correct processing of the complaint, it is required to complete ALL fields.
Incorrect and incomplete data can lead to delays in processing!

required fields to be completed by the customer

company name:

date:

contact person:

customer's material number:

phone number:

customer's claim number:

collection address:

email:

package data for collection (LxWxH;cm/Weight):

quantity:

asa's product name:

production number / serial number:

WO-

goods receipt note no.

customer's description of the claim:

If the claimed components were in use:

- I confirm that the components have been emptied of all fluids. I acknowledge that failure to do so may result in cleaning costs being charged.

kind of failure: Please note that for all types of failures the related pages have to be filled out, chapter 1.1 to 5.1

- (1) leakage (2) electrical failure (3) transport damage
 (4) wrong delivery (5) other failure

In case of manipulation of the claimed components warranty is voided
note:

A thorough evaluation of the claim can only be carried out after the claimed parts have been received by asa.
Unless otherwise agreed, asa technology may examine those components that can only be analyzed by means of irreparable destruction without the explicit consent of the customer (for example, cutting leaky cooling radiators).
If the claimed goods shall be returned to the customer, the customer has to request this within 10 working days after evaluation of the claim. Otherwise, the goods will be scrapped.

1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

1.1 cooler:

how long was the cooler in use:

operating hours:

date of first operation:

what medium was used:

bypass:

yes

no

installation context:

mobile

stationary

environment:

indoor

outdoor

min / max. oil temperature:

min [°C]:

max [°C]:

ambient temperature [°C]:

oil flow:

average [L/min]:

max [L/min]:

oil pressure:

average [bar]:

max [bar]:

connection:

pipe (rigid)

hose (flexible)

where is the leak:

weld

connection

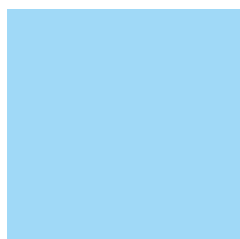
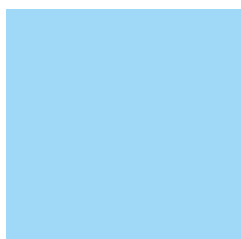
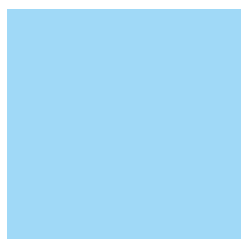
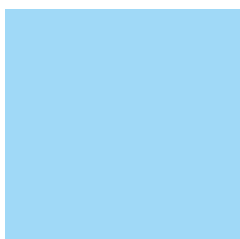
radiator core

occurrence of the leakage:

constantly

drops

pictures of the claimed part:

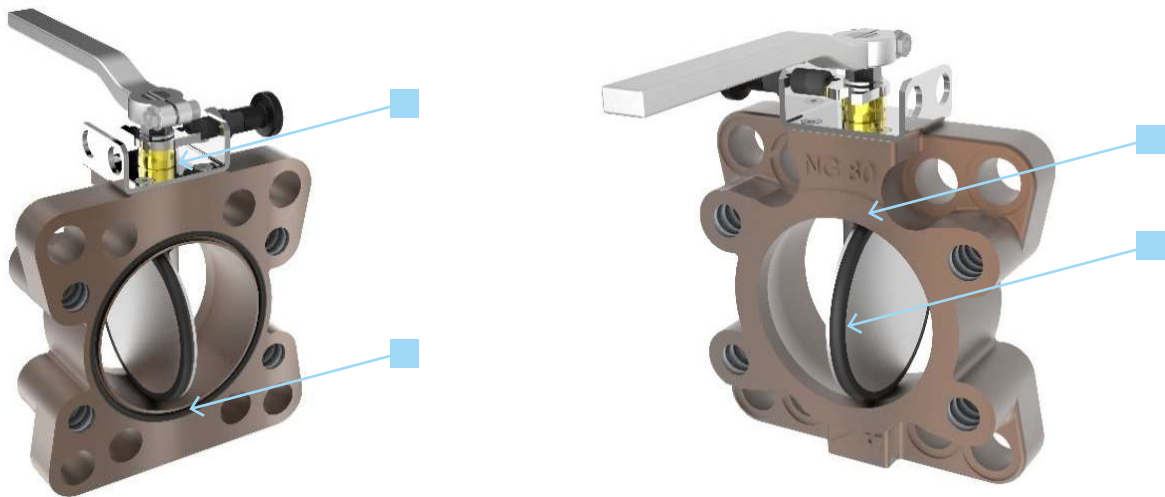


1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

1.2 butterfly valve

where is the leakage (tick):



min / max. oil temperature:

min [°C]:

max [°C]:

mating surface flat:

yes

no

roughness of the mating surface:

Ra (μm)

which fluid was used:

tightening torque:

yes (if yes, specify):

no

installation context according to the operating instructions:

yes

no

pictures of the claimed part:

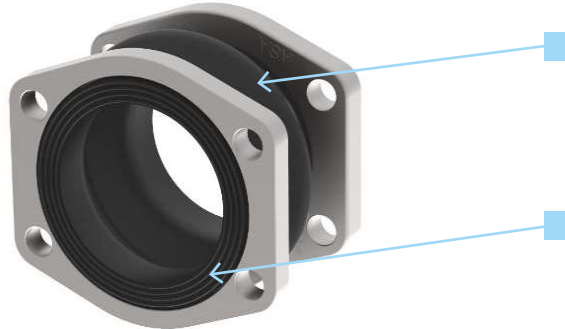


1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

1.3 compensator:

where is the leakage (tick):



min / max. oil temperature:

min [°C]:

max [°C]:

which fluid was used:

mating surface flatness:

yes

no

roughness of the mating surface flatness:

Ra (µm)

does the rubber present any visible cracks?

yes

no

tightening torque according to the manual:

yes (if yes, specify):

no

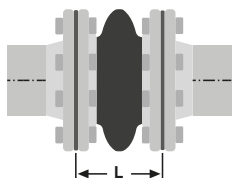
installation context according to the manual:

yes

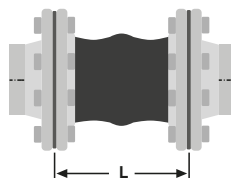
no

installation misalignment:

lateral [mm]:

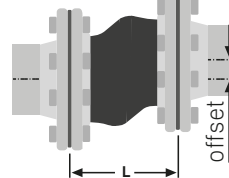


compression

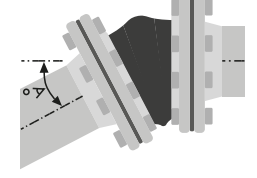


traction

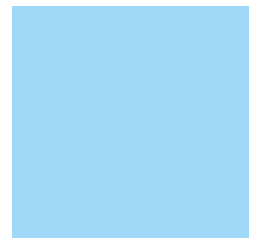
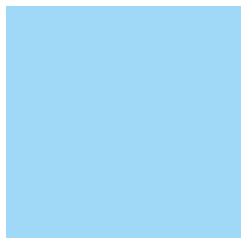
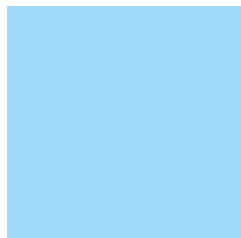
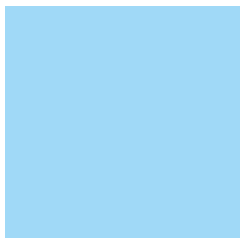
axial [mm] :



angular [°]:



pictures of the claimed part:



1. leakage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

1.4 pump:

how long was the pump in use:

operating hours:

date of first operation:

which fluid was used:

installation context:

mobile

stationary

environment:

indoor

outdoor

min / max. oil temperature:

min [°C]:

max [°C]:

oil flow:

average [L/min]:

max [L/min]:

oil pressure:

average [bar]:

max [bar]:

connection:

pipe (rigid)

hose (flexible)

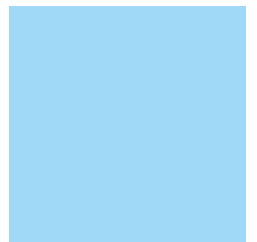
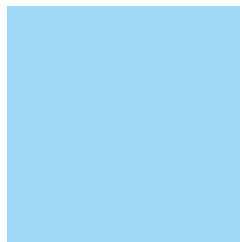
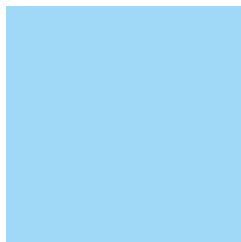
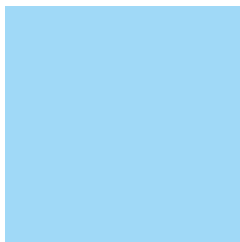
where is the leakage:

occurrence of the leakage:

constantly

dripping

pictures of the claimed part:



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2. electrical failure

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

2.1 fan:

how long was the fan in use:

operating hours:

date of first operation:

which voltage is used:

12V

24V

other which:

ambient temperature [°C]:

installation:

mobile

stationary

specific application:

how is the fan operated:

with on/off temperature switch

with fan control

other

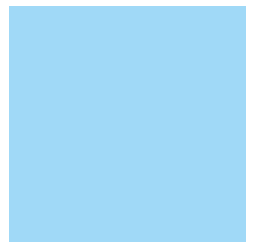
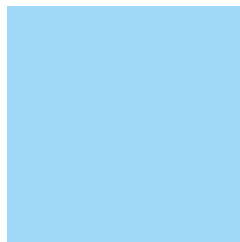
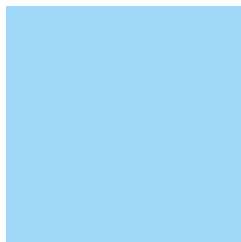
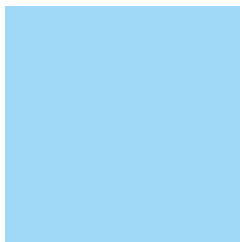
Installation context of the fan:

installed on radiator

as a kit

other

pictures of the claimed part:



2. electrical failure

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

2.2 fan control / sensor and temperature-switch

how long was the controller in use:

operating hours:

date of first operation:

which voltage is used:

12V

24V

other

ambient temperature [°C]:

min / max. oil temperature (sensor / T-switch):

min [°C]:

max [°C]:

installation:

mobile

stationary

specific application:

Installation context for electronics:

installed on radiator

as a kit

other

WO number of the cooler required:

data sheet of the connected load required:

use with (sensor / temperature-switch):

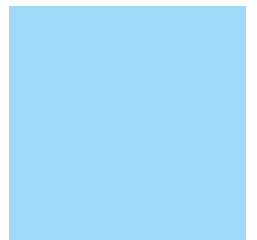
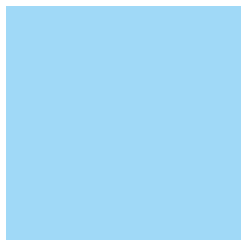
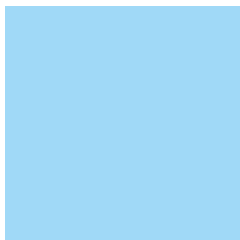
asa fan control

own application

(if yes, specify):

description of the application:

pictures of the claimed part:



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3.transport damage

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

3.1 transport damage

who organized the delivery? (specify Incoterms)

did you check the goods upon acceptance?

yes

no

is it an obvious transport damage?

yes

no

In the event of obvious transport damage, was this noted on the carrier's freight documents?

yes

no

Is this a case of concealed transport damage?

(Hidden damage must be reported in writing to the carrier within 7 working days.)

yes

no

has the damage been noted at receipt? (on delivery note)

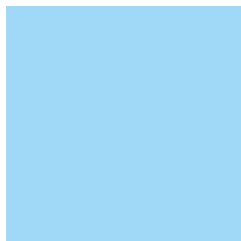
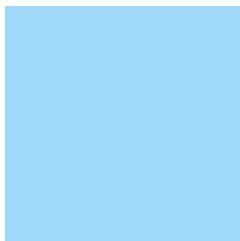
yes

no

if not, why not?

what was damaged during transport? (article number)

Pictures of the claimed part and package:



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4. wrong delivery

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

4.1 wrong delivery

what purchase order does your claim refer to?

is the entire delivery wrong?

yes

no

if not, list wrong pos .:

wrong delivery note?

yes

no

if yes, delivery note no .:

is there a difference in quantity?

yes

no

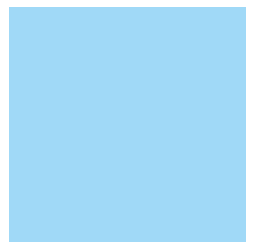
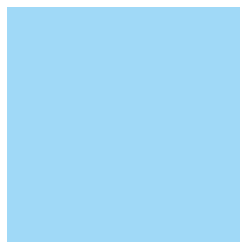
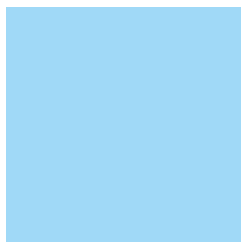
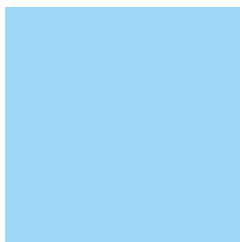
if yes, which pos .:

specify quantity difference:

expected quantity (pcs):

actual quantity (pcs):

pictures of the wrong delivery:



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5. other failure

In order to be able to carry out a precise analysis of the defective parts, please answer the following questions.

5.1 other failure:

exact error description:

how long was the claimed part in use:

operating hours:

date of first operation:

installation situation:

mobile

stationary

environment:

indoor

outdoor

specific application:

application description:

min / max. operating temperatures:

min [°C]:

max [°C]:

connection:

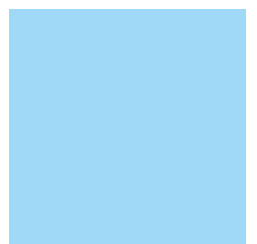
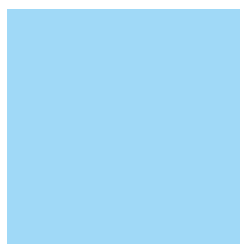
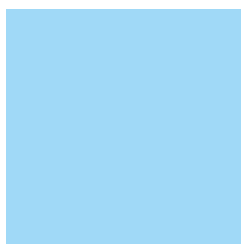
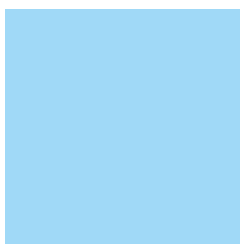
pipe (rigid)

hose (flexible)

other

which:

pictures of the claimed part:



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