

Nonconformity Report

CONTACT DATA

1

Distributor / Catalogue dealer:	Date
Contact person:	
Contact details:	
Operator / Customer:	
Address:	
Customer number:	

PRODUCT DATA

2

		Product name	Item number	Serial number / Batch number
HettCube				
	Accessory			
Centrifuge / other equipment				
	Rotor			
	Carrier			
	Adapter			

Program (parameters)	RPM	RCF	Running time	Temp. °C	Run-up	Run-down

Software version	Operating hours	Rotor / Carriers adopted from another centrifuge?	
		yes	no

NONCONFORMITY

3

Error message?	Error code:	When did the error occur?
yes no		Date:

Detailed description

Examinations that have been carried out according to the repair manual
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Additional information in the attachment, e.g. photos, reports, etc.?

Did the incident	result in injuries?	yes	no	If so, please describe incident
require medical care? yes no	result in fatalities?	yes	no	

Spare parts required for repair	Spare parts number

TECHNICAL CLAIM

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1. Equipment					
2. Power unit	Braking resistor	Brushes	Sealing (motor chamber)	Rubber-metal bearing	
	Fan	Driving tappet	Motor	Motor shaft	Motor cover
	Speed sensor	Imbalance sensor			
3. Housing	Lid cover	Cover foil	Sealing ring	Adjusting knob	Front panel
	Warning stickers	Ventilator grilles	Type plate	Rubber feet	
4. Cooling / Heating	Heating coil	Refrigerant	Compressor	Condenser	Fan
	Magnetic valve	Soft start unit	Centrifuging chamber (winding)	Temperature sensor (condenser)	Temperature sensor (chamber)
	Temperature sensor (lid)		Dryer	Tubing	Valve
5. Electronics	Rotary encoder	Frequency converter	Main board	Mains switch	Control panel
	Transformer	Wiring	Supply board		
6. Electromechanics	Key lock	Lid lock			
7. Mechanics	Lid spring	Centrifuging chamber	Hinges		
8. Accessories	Rotor	Rotor lid	Carrier	Carrier lid	Adapter
	Frame	Rack	Insert	Sample tubes/bottles	
9. Software		10. Other			

Detailed description of point 1 – 10 (Engineering)

NON-TECHNICAL CLAIM

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1. Customer service		2. Quotation		3. Lead time / Delivery reliability	
4. Order processing		5. Transportation safety		6. Completion kit (connecting cable, rotor spanner, etc.)	
7. Operating manual		8. Instruction sheets		9. Delivery note	
10. Shipping documents		11. Packaging		12. Transportation	
13. Setup / Instruction		14. Maintenance		15. Repairs	
16. Labeling		17. Other			

Detailed description of point 1 – 17 (Processing)

Evaluation (only internal)

Warranty	Goodwill	Replacement against payment	Repair against payment
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