Product Return Note

1) Company information:			
Company:		**Contact:**	
Address:			
Country:		**Phone:**	
E-mail (for return label):		**Customer reference:**	

2) Returned product:		
Product:	**Quantity to be returned:**	**Serial no.:**

3) Failure details:		
1	**Configuration of the transmitter:** **Input,** *RTD, TC, LIN, mA, V, Ohm:* Input/Span: Input signal *Passive or Active:* **Output,** *Voltage, Current, Digital:* Output/Span: Sensor error / breakage / shorted both: Sensor error value: Output signal Passive or Active: Write protected / password? Customer / process calibration Check DIP switch setting (3000 / 5000 series) corresponds to configuration.	☐ Passive ☐ Active ☐ Yes ☐ No ☐ Passive ☐ Active ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No
2	**Wire connections:** Input terminals: Output terminals:	
3	**Description of problem:** *Display readout / message:* *LED behavior:* *PLC, HART etc:*	

4	**Hardware used in the installation:** *Power supplies, Transmitters, Isolators, Sensors, or other electrical components involved, etc.)?* Link to datasheets:	
5	Any signs of mechanical stress: Connectors, Screws, DIP switch etc.	☐ Yes ☐ No
6	How long has the product been working?	☐ Never worked ☐ Hours ☐ Months
7	Did the product work in a previous installation? Did the product work on a test- bench / lab out of the installation? Describe setup:	☐ Yes ☐ No ☐ Yes ☐ No
8	**Power supply and ambient:** Power supply: Power connected to terminals: Ambient temperature:	☐ 230V ☐ 110V ☐ 24V ☐ Other, Specify ☐ AC ☐ DC

Return address: PR electronics A/S, Lerbakken 10, DK-8410 Rønde, Denmark

In the unexpected case a product is not functioning as expected, our products come with a 5-year warranty. To expedite a return, please follow these steps before returning products to us:

1. Contact your local customer support before returning a product to get an RMA number. Most likely, they can troubleshoot remotely and resolve the issue by phone.
2. If remote troubleshooting is not possible or you just wish to return a product for credit or service, our local customer support will help you prepare a return note and label that must accompany the product back to PR electronics A/S.

3. Send the product to PR electronics Denmark.

Products returned without an RMA and return note will not be processed. A product within warranty will be repaired and returned at the expense of PR electronics.

Products that are out of warranty (more than 5 years old or broken due to misuse or wrong handling) can probably be repaired at the expense of the customer.

If the device is fully functional, but you still wish to return the product for a credit, the following conditions apply:

- The item must be returned in its original, undamaged packaging and be accompanied by the manual if one has been delivered with the product.
- The item must be unused and in saleable condition (as new).
- Send the product postage paid to your local PR office.

China and USA exemption: Products (not used) to be credited may be returned to your local PR office.

See complete return and credit policy on www.prelectronics.com/support/troubleshooting-and-returns/