



# PRODUCT FAULT REPORT REPORT (RTE) REPAIR (RTR/RCR)

DATE :

CR NO.

REP. NO

RMA NO.

SERVICE AGENT / REP NAME:

BUSINESS ADDRESS:

STATE

POST CODE

PHONE NUMBER:

MOBILE NUMBER:

### CUSTOMER DETAILS

NAME:

ADDRESS:

STATE

POST CODE

CUSTOMER PURCHASE ORDER No.:

PHONE OR MOBILE NUMBER:

*If a Repair/Report is required please raise RMA as RCR (Repair Out of Warranty), RTR (Repair In Warranty), RTE (Return for Technical Expert Assessment)*

ITEM NUMBER *	SERIAL NUMBER OR MANUFACTURING DATE CODE *	REPORT (Y/N)	QTY	TICK (Where Applicable) *			
				Replacement required		In Warranty	
A							
				Credit Required Only		Out of Warranty	
B							
				Credit Required Only		Out of Warranty	
C							
				Credit Required Only		Out of Warranty	
D							
				Credit Required Only		Out of Warranty	

BRIEF DESCRIPTION OF PROBLEM:

Faulty Product

Installation

Other

REPORTED FAULT BY CUSTOMER:

DATE OF PURCHASE: \* \_\_\_\_/\_\_\_\_/\_\_\_\_

(Installation Date)

VERIFY PROOF OF PURCHASE:

YES

NO

TIME IN SERVICE: \_\_\_\_\_

QADATA/Forms/Product Fault Report Repair Rev: 0

SERVICE AGENT / REP SIGNATURE:

### PAYMENT DETAILS- Use only for RCR (Repair Out of Warranty)

TICK (where applicable)

I authorise Schneider Electric (Australia) PTY Limited to proceed with repairs under \$300 with no quote required. Schneider to contact customer if repairs exceed \$300. (Please provide credit card details below if proceeding with repairs)

Visa

Bank Card

Mastercard

Cheque

If paying by cheque, please make payable to : Schneider Electric (Australia) Pty Limited

Card number:

Expiry Date:

Name on Card:

Cardholder's Signature:

Note: This PFR (Product Fault Report) & RMA (Returns Material Authorisation) needs to be returned together with the faulty items to Technical Centre Adelaide, 33-37 Port Wakefield Road, Gepps Cross, SA, 5094