

# Request for a replacement device



E-Mail: [repairs@stecasolar.com](mailto:repairs@stecasolar.com) Fax Nr. +49 (0) 8331 8558-132

Reference number: \_\_\_\_\_  
No. will be entered by Steca

Dear customer,

We greatly regret that despite our meticulous development and manufacturing processes a problem has arisen with our product. We are pleased to offer you a replacement service so your problem can be quickly and safely rectified.

To this end, we require certain information from you. Please send the completed form by e-mail or fax to Steca Elektronik GmbH and also include it with the defective device after the replacement has been made.

The replacement devices up to a weight of 30 kg will be shipped by parcel service (UPS). The replacement device is accompanied by a UPS return label, with which you can return the defective device to Steca Elektronik GmbH free-of-charge.

Pack the defective device into the box of the replacement device and arrange delivery times/dates with UPS at tel. 01805 882663 (in Germany, is possibly in other countries to choose another number; check with UPS).

For heavier equipment (>30 kg), the replacement device is shipped with freight forwarding. Please set the defective device properly packaged on a pallet ready and arrange with Steca the pickup at tel. +49 (0) 8331 8558-751 or at [repairs@stecasolar.com](mailto:repairs@stecasolar.com).

This exchange service is available within the EU countries. Steca reserves to do the replacement service by a regional service partner in each country. In countries outside the EU please ask separately.

With the replacement device you will get an invoice for the replacement unit (payment 4 weeks).

If Steca receives the defective device within 4 weeks and the device is in warranty, Steca will give a credit note. Otherwise if Steca no device gets back, the bill must be settled immediately.

## 1. Address data (customer)

Company _____	Customer number _____
Surname / First name _____	Tax identification code _____
Street / No _____	Telephone _____
Postcode / Place _____	E-mail _____

## 2. Delivery address (collection address)

Please give the delivery and/or collection address if this is different from that of the customer.

Company _____	First name _____
Surname _____	Telephone _____
Street / No _____	E-mail _____
Postcode / Place _____	

## 3. Device data

Type / designation	Serial number	Purchase date	Commissioning date

Commercial guarantee claim\*: Yes  No  A one-off payment (please direct your enquiry) will be charged for repairs made outside the commercial guarantee. The final guarantee decision will be made by Steca.  
For checking afunctional operating device with no error we charge a one-off payment of 70 EUR.

Description of the fault	Display status	Fault is permanent / intermittent

Place / Date \_\_\_\_\_

Signature \_\_\_\_\_

Surname / First name (legibly in block capitals) \_\_\_\_\_