

**To: NETZSCH Pumpen & Systeme GmbH**

<input type="checkbox"/> Customer service Liebigstraße 28 D 84478 Waldkraiburg E-Mail: technicalservice.nps@netzsch.com	<input type="checkbox"/> TecLab Geretsriederstraße 1 D 84478 Waldkraiburg E-Mail: teclab.nps@netzsch.com	<input type="checkbox"/> Dosing Technology Daimlerstraße 39 D 84478 Waldkraiburg E-Mail: teclab.nps@netzsch.com
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My point of contact at NETZSCH is: \_\_\_\_\_

**Delivery of:** /  **Service order for:**

<input type="checkbox"/> Progressing cavity pump	<input type="checkbox"/> Rotary lobe pump	<input type="checkbox"/> Macerator
<input type="checkbox"/> Barrel emptying system	<input type="checkbox"/> Dispenser	<input type="checkbox"/> Dosing system
<input type="checkbox"/> Spare part	<input type="checkbox"/> Leased unit	<input type="checkbox"/> Medium sample

Address	1. Sender /Customer:	2. Return/Job site address: (if not the same as 1)
Company:	_____	_____
Name:	_____	_____
Street address:	_____	_____
PO box/city:	_____	_____
Tel.:	_____	_____
E-mail	_____	_____

**Reason for submission / service order:**

<input type="checkbox"/> Repair / modification	<input type="checkbox"/> Maintenance / checking	<input type="checkbox"/> Installation / commissioning on site	<input type="checkbox"/> Test
<input type="checkbox"/> Complaint	<input type="checkbox"/> Incorrect order	<input type="checkbox"/> Incorrect delivery	<input type="checkbox"/> Return of leased unit

**Description of the product \*):**

Designation e.g. NM038BY or Stator \_\_\_\_\_

NETZSCH Order No. \_\_\_\_\_ NETZSCH Consignment No. \_\_\_\_\_

Machine No. \_\_\_\_\_ Part No. \_\_\_\_\_

NETZSCH order form/delivery note/invoice number: \_\_\_\_\_

Test agreement \*):  Yes (please enclose a copy of the test agreement)  No

Description (of error)/note \*): \_\_\_\_\_

\*)  I have enclosed further information with this form (e.g. images, correspondence, detailed description of the error)

**ATTENTION:**

- These services are only provided for/in connection with NETZSCH original parts.
- Items may only be delivered to our company after being inspected and cleared by an authorized NETZSCH employee. This also applies for service orders. To complete this process, a copy of this form – completed in full and signed – must be sent to us in advance by e-mail or post for each returned/sent product or service order.
- We will send you a delivery slip with an RMA number for every shipment, which must be affixed to the outside of the packaging in a clearly visible way with weatherproof covering. The original of this form should be enclosed with the delivery slip. For a service order we will provide you with an estimate of service costs before receiving your authorization to perform service.
- If sending units/parts that have come into contact with media or if sending samples of medium or for a service order it is necessary under statutory regulations and our responsibility for the safety of employees and the environment that page 2 of this form is completed in full and signed by an authorized person. A maintenance visit/on-site service assignment can only success if the above properties are completely available.
- Units/parts must be emptied and thoroughly cleaned inside and out before being sent / a maintenance visit!
- Samples of medium that has the following properties cannot be accepted or handled: explosive, radioactive, acutely toxic (categories 1 and 2), forming flammable gasses in contact with water, and biological agents in hazard groups 3 and 4. Units/parts that have come into contact with media that have the above properties are therefore only accepted or handled after evidence of decontamination has been provided. If you cannot carry out the decontamination yourself, NETZSCH reserves the right, if need be, to refuse your shipment or service order or prior to starting any work units/parts to decontaminate at your expense respectively. This can apply to material with other properties too.
- For the above reasons, we cannot accept goods or perform repairs/tests without a valid RMA number and any delivery without a RMA number will therefore be rejected..

## Health and safety declaration

**ATTENTION:** This declaration serves to protect our employees/service partners and the environment against harmful exposure when dealing with hazardous substances and must therefore be completed in full in all cases for shipment of units/parts that have come into contact with medium as well as when sending samples of medium for tests. This also applies for service orders.

### 1. Information about units/parts

Field of application (e.g. wastewater treatment plant) \_\_\_\_\_

Medium conveyed (e.g. digested sludge) \_\_\_\_\_

Completely emptied and thoroughly cleaned inside and out before being sent / maintenance visit!

Please specify the cleaning agent and/or method. \_\_\_\_\_

Not used for/in media harmful to health/environment and/or potentially explosive/flammable

**(continue to point 4)**

### 2. Further information about the medium

Name / description (e.g. hydrochloric acid 30%) \_\_\_\_\_

The sample of the medium may give rise to the following hazards:

<input type="checkbox"/>	<input type="checkbox"/> Corrosive/irritant	<input type="checkbox"/> Hazardous to the aquatic environment	<input type="checkbox"/> Oxidising	<input type="checkbox"/> Flammable
<input type="checkbox"/> Harmful to human health	<input type="checkbox"/> Acute toxic	<input type="checkbox"/> Explosive	<input type="checkbox"/> Radioactive	<input type="checkbox"/> Biohazard

An up-to-date safety data sheet (German/English) for the medium and, if applicable, for the cleaning agent has been enclosed with this form. **(continue to point 4)**

If a safety data sheet in accordance with Article 32 of Regulation (EC) No 1907/2006 is not required, the information under point 3 must be provided.

### 3. Safety measures when handling this medium

Personal protective equipment \_\_\_\_\_

(category and type): \_\_\_\_\_

First aid in event of: \_\_\_\_\_

Contact with skin / eyes \_\_\_\_\_

Inhalation \_\_\_\_\_

Swallowing \_\_\_\_\_

Action in the event of accidental release \_\_\_\_\_

Environmental protection \_\_\_\_\_

Procedure to clean/collect \_\_\_\_\_

May be cleaned with water  Yes  No (please state suitable cleaning agent/method) \_\_\_\_\_

### 4. Legally binding declaration:

I/we hereby confirm that the information in this declaration is correct and complete and that delivery is taking place in accordance with the applicable legal requirements.

Place, date: \_\_\_\_\_ Name: \_\_\_\_\_

Legally binding signature, stamp \_\_\_\_\_