

# Return Material Authorization (RMA) form



[www.dis-sensors.com](http://www.dis-sensors.com)

If your DIS device does not perform as expected, it might be due to incorrect configuration or use. Please first check the sensor datasheet, [manuals](#), and contact your distributor for assistance.  
If you, and your distributor, are convinced the device is defect, please fill in this RMA-form.

Customer	Company name	
	Contact person	
	Email address	
	Phone number	
Distributor	Company name	
	Contact person	
	Email address	
	Phone number	
This form is filled in by above mentioned		Customer          Distributor
Date		

## Product(s) for return:

DIS - Device Type Identification	Software version (where applicable). See label.	Serial number
1		-
2		-
3		-
4		-

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## Description of the problem

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## Environment

Application, in which the sensor is used:
How is the sensor mounted? A picture with the sensor marked on it, really helps.
Applied power supply:
What interface are the outputs connected to (e.g. PLC) :
Do PNP/NPN outputs switch an induction (like a relay)? How high is the inductance?:

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Other environmental conditions that might affect the functioning:

Other useful information:

## Debugging information

Can the problem be reproduced, or is it an intermittent problem ? .....  
(About how long) has this product functioned properly ?

Are settings changed (via configurator or CAN-bus) ?

If yes, please send configurator settings ('download to file') or a screenshot of the CAN-settings.

Has the sensor been centered ?.....

Did you have this problem before?.....

Did the problem disappear after replacing with a product from the same delivery? .....

Did the problem disappear after replacing with a product with another batch number? .....

About how much of these products function correctly in the field, in identical applications? .....

Any suspected event/situation that might have triggered the problem ? .....

Other useful info? .....

## Handling

Please send the product back only after you received our RMA number.

We aim to confirm the problem, and do a quick scan, within 2..4 weeks after receipt of your return. And we'll inform you by sending an 8D report, either in full, or as a status update telling our first observations and proposed next steps.

For effective handling, please let us know what is your main wish regarding this return?

*(like: clarify what's wrong / provide a replacement/ send a credit note)?*

Please indicate the importance / concern / urgency of this return:

## Return policy:

*After we have checked upon completeness of info, and we decide that the unit(s) should be returned for repair or evaluation, we will assign a Return Material Authorization (RMA) number. Please write this number on the shipping label, together with all paperwork associated with your return, and send it to your distributor. Units returned to DIS-Sensors **without** a RMA will be **sent back** at customer's expense.*

*For units returned inside warranty, and determined to be DIS-Sensors responsibility, we may elect to issue full credit for the item in lieu of repair (when this item is not in stock).*

*For units returned in warranty and determined to be customer responsibility, or units that are out of warranty, an analysis fee of € 75/hr is applicable.*

*Standard warranty period is 1 year, after delivery date.*