

To whom it may concern

Thank you for your interest in inpotron services. To use this service, please email us at [service@inpotron.com](mailto:service@inpotron.com). Our service team will attend to your request immediately.

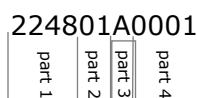
For efficient processing of your service request, please note the following:

- ☐ Please contact us prior to returning any power supply units, to allow for the elimination of external sources of error. If the return is required, an **inpotron service number** will be issued to you.
- ☐ Please provide your **contact details**: company, address, contact person, e-mail and telephone number.

☐ **Information regarding power supply unit:**

- Serial number(s)

Typically printed on the power supply unit label in the following format:



Part 1 = production period (year + calendar week); partially above the DataMatrix code

Part 2 = product code (alphanumeric 00-ZZ); partial print

Part 3 = revision level (A-Z), engineering sample (0-9); last digit of PSU number

Part 4 = counter continuous per calendar week; partly below/next to DataMatrix code

Instead of the serial number, you may also send us a picture of the label.

- PSU-number(s)

Printed on the label of the power supply unit in the following format: PSU-0000-00X

- Quantity affected
- Detailed description of error

☐ **Information regarding usage:**

- When did the error occur?
- Where did the error occur (0-km, field)?
- Where and how was the power supply unit being used?
- For how long was the power supply unit used.
- Did any special incidences occur, e.g. lightning strikes, multiple failures, etc.?
- Photos of the location where the power supply unit was used

**□ Returns:**

Please return the goods to:      inpotron Schaltnetzteile GmbH  
Team Service  
Hebelsteinstr. 5  
78247 Hilzingen  
Germany

- With the return of goods, the customer expressly authorises inpotron to implement analysis and trouble-shooting measures on the power supply unit.
  - Goods must be packed in a professional and ESD-compliant manner. Ideally, the original or comparable packaging is used. Goods must be returned carriage paid. For goods to be collected by inpotron, special arrangement is required.
  - Items not included in the original delivery (cables, fasteners, etc.) must be removed from the power supply unit before return. inpotron assumes no liability for parts not included in delivery.
- For repairs out of the warranty period or service orders, inpotron will prepare a cost estimate. If this is not accepted, inpotron will return the power supply units unrepaired or scrap them on customer order.
- Shipping to countries outside the EU may incur additional costs. Please contact us prior to the return.
- Repairs may take up to 4 weeks. Other deadlines may have to be specified.
- After service completion, you will receive a detailed report.

Best regards

*Your inpotron Service Team*