

# RMA Formular

In order to process your repair as quickly as possible, we ask you to fill out this form completely before sending the tool. It is especially important to send us a detailed description of the problem, preferably with a picture or video. Please avoid error descriptions such as „defective“ or „no function“.

A separate form must be created for each tool. Send this form completed to: **repaircenter@hs-technik.com**  
You will then receive a RMA number from us, which you must enclose with the repair so that we can assign it correctly.

## Please ship the goods to:

HS-Technik GmbH  
Im Martelacker 12  
79588 Efringen-Kirchen  
Germany

**Please note:** Defective batteries cannot be sent back. Defective batteries must be disposed by the customer. The data backup must be carried out by the customer before shipment to HS-Technik.

Tool bought from:\*

HS-Technik  
 Distributor

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Distributor name

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Customer no.

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Customer name\*

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Sales contact person

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Technical contact person\*

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Phone no.\*

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e-mail\*

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Your reference no.\*

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Type\*

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Serial no.\*

## Error description

### 1. Mechanical defects

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How did the error occur?\*

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How is the error noticed?\*

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## 2. Electronical defects

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How did the error occur?\*

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How ist the error noticed?\*

### MCT for tightening tools

Should an MCT be carried out?  Yes  
 No

Scope of MCT for tightening tools  Machine related MCT to VDI 2645 - Sheet 2<sup>1</sup>  
 Joint related MCT to VDI 2645 - Sheet 2<sup>2</sup>

<sup>1</sup> 30 % of the torque range 30 degrees  
100 % of the torque range 360 degrees

<sup>2</sup> **Necessary** informations about joint related MCT

Tolerance .....% (e. g. +/- 10 %)  
Torque.....lbf in (e. g. 9,0 lbf in)  
Speed (neutral 1<sup>st</sup> step) .....rpm (e. g. 250 rpm)  
Speed (last step) .....rpm (e. g. 50 rpm)  
Angle.....° (e. g. 180°C)

Scope of the joint related MCT  MFU-25  
 MFU-50  
 MFU-100

#### Note:

For devices with special fasteners (rivet, rivet nut, expander,...) please include at least 25 of the fasteners in the repair.