

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.

Tool bought from:*

HS-Technik
 Distributor

Distributor name

Customer no.

Customer name*

Sales contact person

Technical contact person*

Phone no.*

e-mail*

Your reference no.*

Type*

Serial no.*

Error description

1. Mechanical defects

How did the error occur?*

How is the error noticed?*

2. Electronical defects

How did the error occur?*

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 2¹
 Joint related MCT to VDI 2645 - Sheet 2²

¹ 30 % of the torque range 30 degrees
100 % of the torque range 360 degrees

² **Necessary** informations about joint related MCT

Tolerance% (e. g. +/- 10 %)
Torque.....lbf in (e. g. 9,0 lbf in)
Speed (neutral 1st 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.