

I hereby order miControl GmbH to inspect the articles I have sent in. To this end, I provide the following information.

- If a warranty claim is admitted, technical receiving inspection, warranty and shipping will be free of charge.
- If case of „No error detected“, we will charge a flat-rate inspection and shipping fee.

Customer	<input type="text"/>	Telephone	<input type="text"/>
Contact	<input type="text"/>	Email	<input type="text"/>
Product procured via	<input type="text"/>	Support at supplier contacted	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/>
Product name	<input type="text"/>	Article number	<input type="text"/>
Serial number	<input type="text"/>	Firmware version	<input type="text"/>
Additional communication interface	<input type="radio"/> EtherCAT <input type="radio"/> PROFINET <input type="radio"/> <input type="text"/>		
PLC (model)	<input type="text"/>		
Initial commissioning	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/>		
Accessible via CAN bus	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/>		
MPU active	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/>		
Separate voltages (U_E & U_P)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/>		
Values of voltages	U _E : <input type="text"/> U _P : <input type="text"/>		

U_P supply	<input type="radio"/> Battery <input type="radio"/> Switched mode power supply <input type="radio"/> Transformer <input type="radio"/>	
Brake chopper U_P existing	<input type="radio"/> Yes <input type="radio"/> No / if yes, what voltage was adjusted: <input style="width: 150px; height: 20px;" type="text"/>	<input type="radio"/>
Error description		
Error code / error message		
LED behaviour	Green	<input type="radio"/> not lit <input type="radio"/> lit <input type="radio"/> flashing <input type="radio"/>
	Yellow	<input type="radio"/> not lit <input type="radio"/> lit <input type="radio"/> flashing <input type="radio"/>
	Red	<input type="radio"/> not lit <input type="radio"/> lit <input type="radio"/> flashing (1 pulse) <input type="radio"/> flashing (2 pulses) <input type="radio"/> flashing (3 pulses) <input type="radio"/> flashing (4 pulses) <input type="radio"/>

miControl

Support
Support

Sales
Vertrieb

Repair
Reparatur

Basic data
Grunddaten

RMA-number:
RMA Nummer.:

Date:
Datum:

Tracking ID:
Paketnummer:

Return adress
Rücklieferadresse:

Notes:

Please include this Support_RMA document with your shipment!

Please Note that if you send us the product and this document, this will be an INSPECTION ORDER and you thereby acknowledge our current GTC. (our GTC: <https://www.micontrol.de/de/agb>)

Please Note that we will charge a flat-rate inspection fee for each article to be inspected in case of „No error detected“. If a warranty claim is rejected and the device is returned to you, this will be done freight forward.

Please Note that inspection will be more difficult if the failure is Not described precisely. Please use the questionnaire on the first pages to describe the error in as much detail as possible!