

Complaint form

Customer's contact information

Supplier's contact information

		ZPA Smart Energy a.s. Komenského 821 541 01 Trutnov Czech Republic Assoc. No.: 27445976 VAT No.: CZ27445976	
Contact person		Contact person	Jan Horák
Telephone		Telephone	+420 499 907 175
E-mail		E-mail	jan.horak@zpa.cz

Basic information about the complained product

Type identification			
Serial number		Request for:	Defect origin:
Quantity		Complaint <input type="checkbox"/>	Field <input type="checkbox"/>
Date of purchase		Paid repair <input type="checkbox"/>	Delivery <input type="checkbox"/>
Invoice number*		Rework <input type="checkbox"/>	Installation <input type="checkbox"/>
		Other <input type="checkbox"/>	Verification <input type="checkbox"/>
			Other <input type="checkbox"/>
Please define all your special requests on product setting / parameterization.			

Specific information about the defect (please check all relevant boxes below)

Product does not run (LCD or LED is off) <input type="checkbox"/> Product is non-functional(not measuring switching, etc) <input type="checkbox"/> Broken / damaged LCD <input type="checkbox"/> Missing character / segment on the LCD – which? <input type="checkbox"/> Defective LCD backlight <input type="checkbox"/> Defective optical communication <input type="checkbox"/> Defective communication – which? <input type="checkbox"/> Accuracy error exceeding the limit - which point? <input type="checkbox"/> ... Incorrect status LED indication <input type="checkbox"/> Other:	Defective pulse output S0 <input type="checkbox"/> Defective tariff switching <input type="checkbox"/> Mechanical damage <input type="checkbox"/> Defective terminal / contact - which? <input type="checkbox"/> Does not respond to the button - which? <input type="checkbox"/> Defective battery <input type="checkbox"/> Defective input / output – which? <input type="checkbox"/> After lightning strike / overvoltage <input type="checkbox"/> Other <input type="checkbox"/> (please explain below)
Additional information about the problem. Please describe detailed conditions when the problem occurs.	

Comments (Customer's complaint number and others)

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Date	Customer's name and signature

*Please attach the product's purchase invoice.

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ZPA Smart Energy a.s., Komenského 821, 541 01 Trutnov; Write into trade register (rubric B, rider 2851), by regional justice in Hradec Králové; Telephone: +420 499 907 111; Fax: +420 499 907 497; E-mail: zpa@zpa.cz; http://www.zpa.cz; Assoc. No.: 27445976; VAT No.: CZ27445976