

Repair & Service

General information about your repair order

Your satisfaction is very important to us. For a quick processing of your repairs, we therefore ask you to observe this information sheet.

If one of your ordered products does not function properly or is damaged externally, we ask you to first find out whether you can rectify the fault yourself using **chapter „Self-help: Troubleshooting“** of the instructions for use of the respective product.

If independent troubleshooting is not possible, we recommend contacting us by phone as soon as possible. We will then first try to find a solution for the problem together with you by telephone. If a return of the item is unavoidable, please proceed as follows:

1. Packing the item

Pack the item in a suitable cardboard box and ensure that it is adequately protected for transport. Please return only those items that may be defective. The return shipping costs are to be borne by you. The return shipment can be made with a parcel service provider and rate of your choice. We recommend insured shipping incl. tracking. You will find the address for the return on the back.

Example:

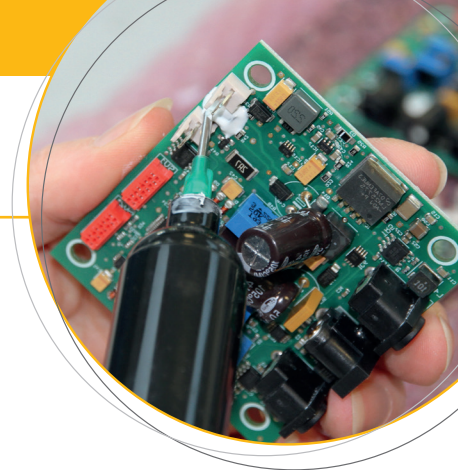
If electronic components of the inhalation set are defective, please return only the electronic components to us, but not the complete inhalation set. If you are unsure about the items to be returned, please contact us.

2. Filling out the repair form

Please also enclose a description of the fault with the shipment. For this purpose, please use the repair form on the back.

Small tip:

Copy the repair form - that way you'll always have it at hand when you need it. You are also welcome to download it from the Download Center on our website.



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3. Inspection & Repair

After receipt of the item, we will check as soon as possible whether a warranty claim exists. If necessary, we will contact you after checking, inform you about the measures to be taken and, if necessary, send you a cost estimate.

You can then decide within 14 days whether you want to have the repair carried out. After the repair, we will return the item.

If you do not want a repair, you can choose between returning the item or disposing of it free of charge. If it is a replacement due to a warranty issue, we will send the new item directly to you.

For more information on consumables, warranty and disposal of old devices, refer to **chapters „Information on handling consumables; service life“, „Manufacturer’s guarantee“ and „Disposal & scrapping of old devices“** in the operating instructions of the respective product.

**Do you have any further questions?
We are happy to be there for you!**

Your NEBU-TEC Team



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Repair form

Customer data

Customer number: _____

First and last name*: _____

Street / No.*: _____

Zip code / City*: _____

Country: _____

Phone: _____

E-Mail*: _____

Device data

Serial no.*: _____
(On the back of the control unit, starting with SN)

Purchase date: _____

**All information marked with an asterisk is absolutely necessary for a repair. Without this information, an immediate repair cannot be carried out.*

Reason for return / error description / notes

Please note the reason for your return here. Describe the error as precisely as possible so that it can be understood by our service technicians.
(Feel free to include pictures, records of inhalation cycles, etc., or email them to us to info@nebu-tec.de.)

In the event of a chargeable repair

- I wish for a cost estimate in any case.
- I only want a cost estimate if the repair costs exceed 100.00 €.
- no cost estimate is necessary. Please perform the repair directly.

Place, date: _____ Signature: _____