


Dürr Systems AG Carl-Benz-Straße 34 - 74321 Bietigheim-Bissingen - Germany		
<b>Notification of Defects</b> <b>Parts Warranty</b>	Case number Customer:  Case number Dürr:	
Deliver to: Dürr Systems AG, Marbacher Weg, 74321 Bietigheim-Bissingen / Germany		

Your contact at Dürr Systems AG: Responsible Department: Parts Services – Repair/Parts Warranty	E-Mail: warranty_repair@durr.com
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<b>Customer / Factory: *</b>  <b>Address: *</b> <i>Exact delivery address</i>	<b>Contact Person: *</b>  <b>Phone: *</b>  <b>E-Mail: *</b>
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<b>Dürr Project number: *</b>  <b>Date of acceptance *</b>	<i>Alternatively for spare part- and repair deliveries</i> <b>Dürr delivery note number: *</b>  <b>Delivery date:</b>
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<b>Dürr ID / Art.-No.: *</b>  <b>Serial number: *</b>	<b>Manufacturer according to the nameplate: *</b>  <b>Use date: *</b>  <b>Failure date: *</b>
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**When did the failure occur: \***

permanent failure
  temporary failure

**Where exactly was the part located when the failure occurred? \***

Select an item from Dropdown
  Other:

**Line: \***      **Zone: \***      **Machine-/Roboter-No.: \***      **Other: \***

**Failure description - what is defective on the component or how the failure was shown?**  
*(Please describe the error. If available, please provide log files, DXQ Visual Analytics files and meaningful images) \**

**Was the component in contact with medium?**

No

Yes    Trade name Medium:                      Manufacturer Medium:

**Components must be delivered empty, rinsed and externally cleaned, otherwise additional costs may be incurred**  
**Please also note our leaflet Handling Dirty/Contaminated Components**

Date, signature requester \*

\* Required fields! Missing information can lead to queries and to delays in the processing of the warranty.

Note: If the warranty claim is rejected, the processing and analysis costs incurred will be charged as a flat-rate inspection fee depending on the value of the new part. If the customer requests repair or replacement of the component with a new part, the flat-rate inspection fee will not be charged. You can obtain the currently valid flat-rate inspection fees from your service contact person

## **Information Sheet: Handling of Contaminated/Soiled Components in Repair and Warranty Cases**

Contaminated or soiled components must be completely emptied, flushed, and externally cleaned prior to delivery – as far as technically possible. This measure is necessary to ensure the safety and health protection of employees in accordance with the applicable occupational safety regulations.

Components that have had no contact with hazardous substances are exempt from these instructions and requirements.

### **Requirements for Delivery**

- Components must be emptied, flushed, and externally cleaned as thoroughly as possible to minimize residual amounts of hazardous substances.
- In the case of components with contamination, the indication of the medium or hazardous substance used is mandatory on the defect notification, repair request, or alternatively clearly stated on the delivery note.
- Deliveries containing hazardous substances or residues must be labeled according to the applicable dangerous goods regulations.

### **Forwarding to Suppliers**

- If contaminated components are forwarded to external suppliers, a contamination or decontamination declaration may be required. Dürr will inform the contact person if necessary and coordinate the further procedure.

### **Consequences of Non-Compliance**

- Without the required information, processing of the repair or warranty case is not possible and may lead to delays.
- If the required substance names are not provided, Dürr will request this information from the responsible contact person. If the required information is not submitted within two weeks, the unprocessed case will be returned.
- Additional cleaning costs arising from insufficiently cleaned or non-emptied components may be charged to the customer.
- The customer is responsible for the correct delivery and indication of substance names; incorrect information can lead to consequential costs and delays in the repair process.

### **Legal Basis**

These measures are based on the following regulations:

- Occupational Safety and Health Act: Protection of life and health at work.
- Hazardous Substances Ordinance: Handling of hazardous substances and provision of safety data sheets.
- Chemicals Act: Regulations for the safe handling, storage, and labeling of chemical substances.
- REACH Regulation (EC) No. 1907/2006: Registration, evaluation, and authorization of chemical substances as well as information obligations.
- Ordinance on Industrial Safety and Health: Safety and health protection for work equipment, especially contaminated components.

### **Contact for Questions:**

Dürr Systems AG  
Repair/Parts Warranty  
Carl-Benz-Str. 34  
74321 Bietigheim-Bissingen

Phone +49 7142 78-4349

E-Mail [warranty\\_repair@durr.com](mailto:warranty_repair@durr.com)

Please observe this information sheet bindingly to ensure a smooth and safe repair process.

We thank you for your cooperation and understanding.