**Product Service Report**

Date of entry: Click here to enter the date.

・In cease of returns for evaluations, it is required to fill in Product Service Report and submit to our sales staff before the returns.

・There are times that defective reasons are identified by this information, which saves your times, costs, expenses etc. to return to us for evaluations.

・In case we confirm that the troubles were occurred by your negligence like handling errors, usage out of the specifications, damages during a transportation, there are times that we charge the inspection fees.

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| Final user information | | | | | | | | | |
| Final user name |  | | Final user address | |  | | | | |
| Name and position of a person in charge |  | | Phone |  | | E-mail | |  | |

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| --- | --- | --- | --- |
| Returned item information | | | |
| Model Number |  | Serial Number |  |
| Failure date |  | Operation Date |  |
| Total operation times and the periods |  | | |
| Warranty | Within the warranty period　Out of warranty（Costs for evaluation may be incurred） | | |

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| Reason for Returning |
| Performance confirmation (Test results will be reported after our standard process test) |
| Investigation (An investigation reports will be issued when it is turned out as a defect) |
| Repair (After repairs, process tests in our standard are made And repair content and test result reports will be issued.  ※If the function of a returned product without warranty can be recovered by a repair, it will be repaired by your requests with charge. However, please understand that there are times that it cannot be repaired by the decomposition investigations. |

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| Failure content | | |
| Location of occurrence | Acceptance　Process　 Shipping inspection  market（End customer/Use 　　 　　　　　　　　　）  Other（ ） | |
| Use applications | Fixed　Ship　Aircraft Other（ 　 　　） | |
| Phenomenon of the failure：  Frequency ：Always occur　Several times/Day　Several times/Week　Irregular  Occurs at a specific temperature（ 　　　　　　　　　　　　 ）  Other（　 ）  ※ It is required to show the phenomenon concretely.（Failure event, appearance, connection system diagram, etc.）  ※ It is required to show the failure symptoms and waveform in the anode current as far as you can see. | | |
| Usage status when a failure occurs （if possible) | | |
| Usage environment at the time of failure  （Product ambient temperature, altitude, etc.） | |  |
| A maker and Model Number of Equipment in which the product was installed | |  |
| Description of operated conditions when the symptom was appeared. (including heater voltage or current, heater preheat time , anode current, and pulse width and duty cycle.) | |  |
| Operation cycle | | Continuous　Intermittent  （frequency : Times/［time、Day、Week、Month］）  （Time : Time/[Times、Day、Week、Month],Irregular ） |

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