**DEFECT REPORT FORM**

**Customer or Dealer information:**

|  |  |  |
| --- | --- | --- |
| Date: |  | |
| Company or contact person: | Country: | |
| Address: | Email: | |
| VAT Code: | Phone: | Fax: |

**Product information:**

|  |  |  |
| --- | --- | --- |
| Model: | Serial number: | Firmware version: |

**Use of the device when the damage occurred**:

|  |  |  |  |
| --- | --- | --- | --- |
| Airport - Rail station | Cinema - Theatre | Club | Concert |
| Conference | Museum | Rooms | Touring |

**Load:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2Ω | 4Ω | 8Ω | 16Ω | Disconnected |

**Frequency range:**

|  |  |  |  |
| --- | --- | --- | --- |
| Low frequency | Middle frequency | High frequency | Full range |

**Mains:**

|  |  |  |  |
| --- | --- | --- | --- |
| 110V | 220V | Three phase | Aux generator |
| Other |  |  |  |

**Defect conditions:**

|  |  |  |  |
| --- | --- | --- | --- |
| Constantly | Intermittently | After a while | Due to physical damage |
| In a cold environment | In a hot environment | In a wet environment | Liquid contamination |
| Under vibration | When switching |  |  |

**Defect symptom:**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Power problem | No power | | | Power up but no operation | | | | Set switches off by itself | | |
| None or faulty display | Error code on display | | | Faulty lamp/LED | | | | Remote control problem | | |
| Physical damage | Damaged plug/connectors | | | Set gets very hot | | | | Set burning/smoke | | |
| Parts loose inside | Blocked or noisy Fan | | | Vibration noise | | | | No external device op. | | |
| No data storage operation | No data communication | | | Peripheral problem | | | | General function problem | | |
|  | **Ch1** | **Ch2** | **Ch3** | | **Ch4** | **Ch5** | **Ch6** | | **Ch7** | **Ch8** |
| No audio |  |  |  | |  |  |  | |  |  |
| Audio output protection |  |  |  | |  |  |  | |  |  |
| Audio level problem |  |  |  | |  |  |  | |  |  |
| No muting |  |  |  | |  |  |  | |  |  |
| Balance problem |  |  |  | |  |  |  | |  |  |
| Low audio quality |  |  |  | |  |  |  | |  |  |

**NOTE**:

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