**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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