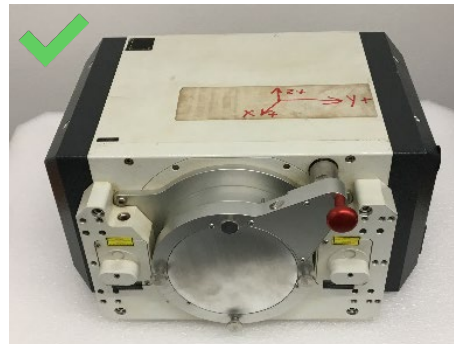


Repair Process Customer Guide

Please note: only send the parts to be repaired to Blackbird in Garching, Germany if you also directly bought it from Blackbird in Germany. In any other case, please ask your supplier/system integrator how to proceed.

Return Delivery Process

1. step:
 - Fill out the *Return Delivery Form* completely (word-template available online)
 - Send the filled form to repair@blackbird-robotics.de.
2. step:
 - Print and sign the filled form.
3. step:
 - Carefully clean your product before returning it and drain all water tubes. Decontaminate if necessary. Returned systems must be free of hazardous substances. Scanners covered in dirt will be charged with flat fee for cleaning of 150,- € and the repair time is extended thereby. If unable to ensure that the product is free from hazardous substances, you must notify us before shipping.



- 3rd party products such as cameras (e.g. Lessmüller, HEMA) or sensors (e.g. LWM) have to be completely unmounted and stored on your site (Blackbird is not liable for loss or damage of mounted 3rd party products).
 - Please use the original packing material to ensure that the product is optimally protected. If this is not possible, please use an adequate packaging to avoid any transportation damage (transportation damage is not covered by the warranty).
4. step:
 - Enclose the printed form to the shipment.
 - Ship to delivery address (see *Return Delivery Form*).

Repair Process

1. You will be automatically informed when the shipment arrived for repair.
2. You will automatically receive a quotation that includes:
 - Repair services,
 - Estimated repair duration,
 - Estimated repair costs.

Note: **An official order from you is required to proceed with the repair.**

3. After repair, your product will be automatically sent back to you.

Please contact your sales contact or the service department at Blackbird if you need assistance to fill out the form or send back the hardware.

Sales: after.sales@blackbird-robotics.de

Service: repair@blackbird-robotics.de

Delivery address:

Blackbird Robotersysteme GmbH
 Carl-Zeiss-Str. 5
 85748 Garching
 GERMANY

Fax: +49 (89) 307 484-701

Mail: repair@blackbird-robotics.de

Customer address:

Your complete address that will be used to send back the hardware after repair.

Return Delivery Form

Reason for product return:			
<input type="checkbox"/> Repair	<input type="checkbox"/> Purge-air inlet	<input type="checkbox"/> Checking	<input type="checkbox"/> Modification <input type="checkbox"/> Return
Product information			
Product		Serial number	
Precise error description / Modification	<p><i>Please describe:</i></p> <ul style="list-style-type: none"> - <i>Where and how often is the product used?</i> - <i>Kind of workpiece?</i> - <i>Laser power and laser type?</i> - <i>How did you observed the malfunction of the scanner?</i> - <i>How often did the malfunction occur?</i> - <i>How did you tried to resolve the error by yourself?</i> - <i>Do you use purge air with the supplied filter unit?</i> 		
Customer contact person			
Name			
Telephone			
Email			

Date, customer signature and name: _____