

Repair Process Customer Guide

Please note: only send the parts to be repaired to Blackbird in 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.
 - Send the filled form to service@blackbird-robotics.de.
2. step:
 - Print and sign the filled form.
3. step:
 - Please properly clean the product before packaging it and drain and seal all cooling circuits (cleaning by Blackbird/Scanlab will be charged).
 - 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 which 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 sent back the hardware.

Sales: sales@blackbird-robotics.de
Service: service@blackbird-robotics.de

Delivery address:

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

Fax: +49 (89) 307 484-701
 Mail: service@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"/> Checking	<input type="checkbox"/> Modification	<input type="checkbox"/> Return
Product information			
Product		Serial number	
Precise error description / Modification	<i>Please describe:</i> <ul style="list-style-type: none"> - Where and how often is the product used? - Kind of workpiece? - Laser power and laser type? - How did you observed the malfunction of the scanner? - How often did the malfunction occur? - How did you tried to resolve the error by yourself? 		
Customer contact person			
Name			
Telephone			
Email			

Date, customer signature and name: _____