

ST 079 Service Request Form



Dear Customer,

in order to identify the possible causes and corrective actions to support you regarding the problem you reported, we kindly ask you to provide the following information:

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| Customer / Installation site / Contact person for all communications | |
| Stefani article code / Customer reference Unit | |
| Purchase document (invoice references or Stefani Delivery Note) | |
| Photos of the label (serial number of each unit / fan involved) | |
| Photos of the installed units / application | |
| Quantity | |
| Problem description | <input type="checkbox"/> Refrigerant loss _____ <input type="checkbox"/> Fan / s malfunction (see section below) _____ <input type="checkbox"/> Noise / Vibrations _____ <input type="checkbox"/> Mechanical transport damages _____ Inadequate handling _____ <input type="checkbox"/> Missing accompanying kit (only if reported within 8 days after delivery) _____ <input type="checkbox"/> Other (Quality / Performance) _____ |
| Type of application | <input type="checkbox"/> EXTERNAL INSTALLATION COLDROOM LOW TEMP. (°C) COLDROOM POSITIVE TEMP. (°C) TECNICAL ROOM UNIT ACCESSIBILITY Staircase and / or walkable floor _____ Aerial platform _____ <input type="checkbox"/> INTERNAL INSTALLATION: _____ Staircase and / or walkable floor _____ Aerial platform _____ |
| Plant start-up date | |
| For fans | Control system: Connected thermal contacts: <input type="checkbox"/> YES <input type="checkbox"/> NO Fan status: <input type="checkbox"/> Stopped in failure <input type="checkbox"/> malfunctioning <input type="checkbox"/> Inadequate performance Description of the regulation system: <input type="checkbox"/> Direct start, <input type="checkbox"/> Phase cutting, <input type="checkbox"/> Inverter (indicate if they are equipped with EMC filters on delivery), <input type="checkbox"/> via 0-10V signal (electronic motor), <input type="checkbox"/> Indicate whether the thermo-contacts of the fan are wired and if they stop the fans when they are activated _____ <input type="checkbox"/> Inadequate performance. Indicate the measure of the absorptions and the supply voltages and any flow measurements _____ I Indicate installation distances from the surrounding walls / shelves _____ |



| To be filled in by Stefani SpA | |
|---|--|
| Return authorization number <i>(to be charged the customer and with suitable packaging)</i> | |
| Resolution Actions | |
| Conclusions | |

Note: sending this Form to quality-dept@stefani-online.it does not constitute acceptance of the defects or vices reported to Stefani SpA, who reserves the right to carry out the necessary checks in order to establish their existence, nature and cause and eventually provide the customer with an express declaration of acceptance or rejection of responsibility, indicating, where appropriate, the solutions identified for the resolution of the problems encountered.

The products are guaranteed by Stefani S.p.A. against defects in design, material and workmanship for a period of 36 months for the Borea, Breeze, Grecale, Natura, Ostro, Scirocco, Zefiro and Zonda ranges.

12 months for all other products and for parts not manufactured by the seller, such as spare parts, motors, heating elements, etc. These terms run from the date of delivery.