

Fault Reported by:

Name *

Organisation

Address *

Phone *

Email

Return to (if different):

Name

Organisation

Address

Phone

Email

Commercial

Are you claiming warranty? Yes No

Order Number

Faulty Equipment Details

Installation Name

Installation Location

Date equipment installed

Date equipment returned

Date of equipment fault

Faulty equipment name & type *

Version identifiers (mod status, software version, data version)

Part number

Serial number

* Mandatory information

Fault Details

Provide a full description of the failure and any evidence which would assist failure investigation *

How was the fault recognised (eg alarm, warning indication, LEDs, fault codes)

How was the fault corrected?

Additional information attached (eg Photos, Moviola logs, System Error logs)

Provide any additional relevant information (eg fault finding performed on site)

Please forward product and completed form to:
Returns Co-ordinator
Siemens Rail Automation Pty Ltd
46 Douglas Street
Port Melbourne
Victoria 3207 Australia

For assistance, call our Customer Care team on 137 222 (+61 3 9721 2000) or email mobility.au@siemens.com