

**Please complete all fields marked\***

## 1. Customer Information

Customer reference/Fault report no.

Customer*	Area*	Network*	Report date*
Reported by*	Phone*	Mobile*	Fault date*

## 2. Installation, product and fault description

Product name*	Station no (e.g switch id)*	Serial no.*	Netcontrol Fault report no.
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Full description of the fault  
and any further useful  
information\*

Installation description:  
(Equipment primary and  
secondary voltage etc.)

Measures taken by  
the customer/Other  
remarks

## 3. Actions taken

Received by (UK)	Date	Sent to SE	Date	Received by (SE)	Date	Guarantee commitment
Started by			Date	Fixed by	Date	If no, customer informed

Replacement sent to customer	Serial no of replacement
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Any other measures taken

Probable cause of failure

Issue classification

Measures taken or necessary  
to rectify the fault

Customer contacted	Customer agrees to repair	Date	Scrapped	Functional test complete	Signature	Date
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## 4. Invoice information

Exchanged components

Man hours (h)