

Return Form for the NEURO HiTRONIC Functional Unit

Dear Customer,

You have purchased a NEURO HiTRONIC system joint in which a functional unit is installed. FIOR & GENTZ's servicing operations include free repair of the functional unit (if necessary) within 36 months.

If you notice a malfunction in the functional unit of your NEURO HiTRONIC system knee joint, please contact the FIOR & GENTZ Technical Support. Once you have made an appointment, Technical Support will carry out an online analysis of the error. If the online analysis shows that the functional unit must be sent to FIOR & GENTZ for repair, you will receive a replacement functional unit for the time of repair.

Fill in the following spaces, if - during the online analysis - a member of the Technical Support decided with you that the functional unit must be sent to us for repairs. Add this form to the functional unit.

Thank you for your understanding.
Your FIOR & GENTZ team

Company

Customer number

Name, Legal form*

Contact Person Data

Last Name*, First Name Ms Mr

Department position

Phone*

Mobile

email*

Information on the System Joint

Repair of functional unit

Functional unit serial number*

System joint serial number*

Fault description

The spaces marked with * are mandatory.

Place, Date

Signature

