Enquiry form probe repair

Please print and enclose with the shipment.

Reference (if available)

Date

A FACILITY CONTACT

Facility / company

Contact person

E-mail

Phone

Address (for collection / return)

B DEVICE DATA

Manufacturer

Model designation

Serial number

Probe type

C SYMPTOMS (MULTIPLE CHOICE)

- ☐ Image dropout / artefacts
- ☐ Element failure / shadowing
- ☐ Cable break / strain relief
- ☐ Housing / lens damage
- ☐ Coating worn
- ☐ Bite marks (TEE)
- ☐ Leakage / oil loss (3D/4D)
- ☐ Battery / charging (wireless)
- ☐ Connector / pins
- ☐ Mechanics / control

The fault occurs

- ☐ Constantly
- ☐ Sporadically
- ☐ Only with certain settings
- ☐ Unclear

The probe is currently

- ☐ Out of service
- ☐ In limited use
- ☐ In use (precautionary check)

Description (optional)

D SERVICE OPTIONS SHIPPING

- ☐ 24h express service requested
- ☐ Collection requested (across Europe)
- ☐ Request a loan probe (if available)
- ☐ Quotation before the repair

☐ I confirm that the probe is handed over cleaned and disinfected before shipping (hygiene declaration).

Please use the enquiry form — that way your case goes straight to the technicians.

Date

Signature

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