

Important tools to help Danfoss Appliance Controls Excel

Claims, Line and Field Rejects Wanted

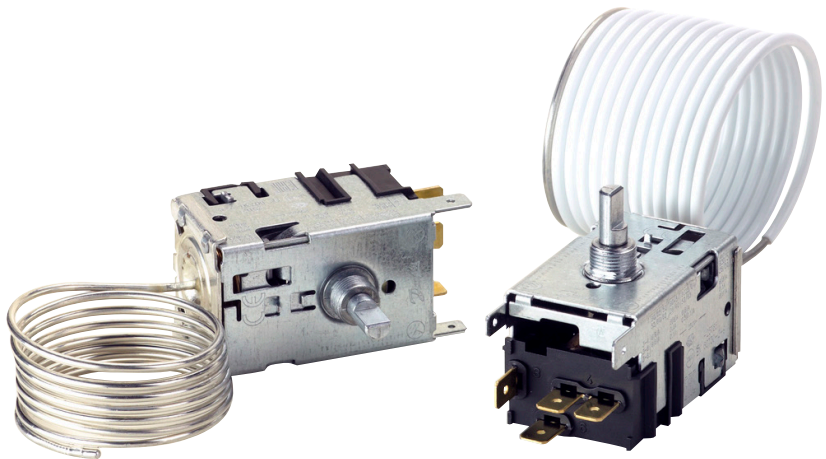
Quality Handling Information

Whilst Danfoss Appliance Controls makes every possible effort to deliver thermostats of superior quality, on occasion, claims, line and field rejects are bound to turn up. We rely on your close co-operation to help us find the root cause of any claims, line and field rejects.

We can only excel through learning about any claim, line or field reject and introduce, if necessary, corrective actions to uphold our commitment to deliver thermostats of superior quality.

For your convenience, we give in the following, the procedure how to return thermostats to Danfoss Appliance Controls, allowing us to analyse and quickly respond to you.

Your co-operation to immediately return any thermostat is vital to us, we therefore urge you follow the following guidelines.



Definitions

Claims A claim is defined as a case where an immediate situation calls for action by us – i.e. a failure rate of unusual level

Line rejects Line rejects are defined as an insignificant quantity of rejected thermostats found in the production or during the final test

Field rejects Field rejects are defined as thermostats received from an after sales service team

Claim handling

Should you wish to file a claim, we kindly ask you to complete a Claim Form (see last page) and make contact with the Quality Manager from the supplying factory. You will find the contact details on the following page. Upon receipt of your Claim Form, we will instruct you what measures to take.

Line or field / market rejects

Should you wish to return thermostats rejected either in your production or in the field / market, we kindly ask you to return the units by following the steps.

1. To avoid damages to the thermostats, which may be attributed to poor handling, storage and transport, we encourage you to handle the units with care to allow us to carry out a proper analysis of the units returned.
In your communication with Danfoss Appliance Controls, it is important to state the quantity and code of units in question and the type of rejected the claim concerns.
2. Prior to shipping any thermostats to Danfoss Appliance Controls, please make arrangements for the cost-free return of the units with below contact person from Appliance Controls.
3. Rejected thermostats should be returned to Danfoss Appliance Controls immediately and not left to be attended to e.g. once a year.

Upon completion of the analysis of the claims received, Danfoss Appliance Controls will make contact with you with a full report on our findings and conclusions.

Contacts:

Mgr. Miroslava Němová

Quality Product Engineer of
AP RAC-COQ

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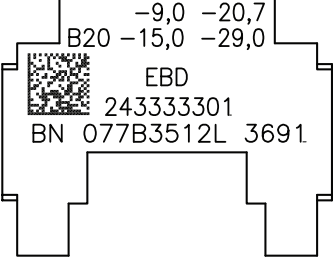

Martina Debnarova

Quality Manager

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Quality complaint

Date of complaint	Company name	Responsible for the case	Complaint number
Thermostat code no.	Quantity complained	Remarks	
Type of claim (mark with X)			
Inlet control <input type="checkbox"/> Quantity received Quantity tested Quantity complaint	Line reject <input type="checkbox"/> Statistical control Final test	Field reject <input type="checkbox"/> Duration operation Application More information attached to the part	Other (describe) <input type="checkbox"/>
Batch identification			
<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>Thermostat code <input type="text"/></p> <p>Four digit code <input type="text"/></p> </div> <div style="text-align: center;">  <p>Thermostat code <input type="text"/></p> <p>Four digit code <input type="text"/></p> <p>Four digit code <input type="text"/></p> </div> </div> <div style="margin-top: 20px;">  <p>Thermostat code <input type="text"/></p> <p>Four digit code <input type="text"/></p> <p>Four digit code <input type="text"/></p> </div> <div style="margin-top: 20px;"> <p>Example 3691: 36 – week 9 – year 2019, 1 – first production order of the week for this code</p> </div>			
Description of the failure			
<input type="checkbox"/> Dimension (assembly) What _____ Range of values: min _____ max _____			
<input type="checkbox"/> Functional <div style="margin-left: 20px;"> <input type="checkbox"/> System/compressor does not start (do not cut-in) <input type="checkbox"/> System/compressor does not stop (do not cut-out): temperature tested: yes <input type="checkbox"/> no <input type="checkbox"/> <input type="checkbox"/> System/compressor with too short or too long cycle (cut-in or cut-out out of tolerance) Temperature tested: yes <input type="checkbox"/> no <input type="checkbox"/> Ambient temperature: _____ <input type="checkbox"/> Other (describe: missing accessories, mixing codes, incorrect type of terminals etc.) </div>			
What will your actions be ?			
Return, Replacement, Dispensation			
What are your expectations of Danfoss in this matter ?			
Replacement, Analyses report, 8D report			
Date		Made by	

Any information, including, but not limited to information on selection of product, its application or use, product design, weight, dimensions, capacity or any other technical data in product manuals, catalogues descriptions, advertisements, etc. and whether made available in writing, orally, electronically, online or via download, shall be considered informative, and is only binding if and to the extent, explicit reference is made in a quotation or order confirmation. Danfoss cannot accept any responsibility for possible errors in catalogues, brochures, videos and other material. Danfoss reserves the right to alter its products without notice. This also applies to products ordered but not delivered provided that such alterations can be made without changes to form, fit or function of the product.

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