

Return to
DICTATOR Technik GmbH
Repair / Returns Department
Gutenbergstr. 9
86356 Neusäß
GERMANY

RETURN SLIP

Your address:

Please enclose the completed return form with your return shipment and send it to us in advance by e-mail to reparatur@dictator.de

Contact person: _____

Telephone: _____

E-mail: _____

Concerns invoice/delivery note: _____

Customer number: _____

Information on the door drive:

Type _____ Serial no. _____

Year of construction/date of commissioning _____

Number of operations _____

Repair request:

Credit note Checking against cost estimate Warranty Chargeable repair

Hausanschrift Gutenbergstr. 9 • D-86356 Neusäß
Telefon ++ 49 821 2 46 73-0
Telefax ++ 49 821 2 46 73 90
Internet <http://www.dictator.de>
E – Mail info@dictator.de

Sitz Neusäß - HRB Augsburg 10279
Geschäftsführer : Dipl.-Kfm. Karen Stech,
Markus Kalchgruber

Information on the defect:

Operator

- Door OPENS not completely
- Door OPENS only slowly
- Door CLOSES not completely
- Door CLOSES only slowly
- Motor does not run/door does not move
- Motor force not sufficient
- Speed not adjustable in OPEN
- Operator does not switch off in final position
- Gearbox blocked
- Magnet does not hold / door does not stay open
(with fire doors)
- External damage

Controller

Error message/code _____

- Controller accepts no commands
- No speed regulation
- No reversing
- No soft start/stop

Other _____

Returns for credit note: As soon as the goods have been received and checked by us, we will decide on the amount of the credit note. We reserve the right to charge a processing fee in any case. If the goods are in perfect condition, the processing fee is in most cases between 10 - 15%. The return shipment is at your expense.

Returns for repair: Please describe the malfunction as precisely as possible and also provide information on the application and installation situation.

We will attend to your return as quickly as possible.

**With kind regards
DICTATOR Technik GmbH**

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