

ID:	
DATE:	

Dear customers, we thank you for your report. You will receive our feedback within 30 days from the receipt of this form if duly filled in with all the compulsory details *

Type of claim* TECHNICAL/ PRODUCTS DO NOT WORK ADMINISTRATIVE/SERVICE/OTHER

Claim made by*: (THICK ONE OF THE 3 OPTIONS AND THEN COMPLETE WITH THE PERSONAL DETAILS)

DEALER INSTALLER END CUSTOMER

Dealer name: *		Contact person*	
Phone: *		e-mail: *	
Address: *		Country *	

Installer name: *		Contact person*	
Phone: *		e-mail: *	
Address: *		Country*	

End customer: *		Contact person*	
Phone: *		e-mail: *	
Address: *		Country *	

Complained products:

Product name: *		Product reference: *	
Number of pcs installed: *		Number of faulty pcs: *	
Your purchase order reference:		Mareco Luce invoice n°/ date*:	

Issue description*:

COMPULSORY ONLY IN CASE OF "TECHNICAL CLAIM"

Please provide us with as many details as possible on the defective luminaires:

Where and how are they installed? *		How long have they been installed? *		How many hours per day are they on? *	
After how long did they fail? *		Are they using a PIR? *	<input type="checkbox"/> YES <input type="checkbox"/> NO	Which is the supply tension? *	
Has the mains any protection? *	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, which one?:		Do they need and external driver? *	<input type="checkbox"/> YES <input type="checkbox"/> NO

COMPULSORY ONLY IN CASE THE LUMINAIRES NEED AN "EXTERNAL DRIVER"

Please provide us with as many details as possible:

Are the luminaires powered in tension ? *	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, which voltage is used?	
Are the luminaires powered in current? *	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, which current is used?	
Which driver is used?		At which voltage has been the driver supplied?*	
How many luminaires are supplied by a single driver? *		Are the luminaires connected in series or parallel? *	

Send pictures of the defective luminaire **Send pictures of the installation**

PRIVACY POLICY In compliance with law 196/03, I authorize Mareco Luce srl to handle the inserted data exclusively for the treatment of the complaint and for sending information material concerning your activity. I will at all times know, delete, modify, update my data or oppose their use by writing to Mareco Luce srl- Via Santa Croce 121/141 – 47032 Bertinoro (FC).

YES, I AGREE TO THE PROCESSING OF MY DATA *