internal EMH no.: _____

1. customer:

company: _____
commercial contact person: _____
Telephone no.: _____
technical contact person : _____
Telephone no.: _____
street: _____

zip code, place: _____
e-mail: _____

2. electricity meter:

type: _____
serial-no. from: _____
serial-no. to: _____
installation date: _____
failure date: _____
displayed kWh when installed: _____
actual displayed kWh: _____

3. reason of return: (check appropriate boxes)

☐ reparation (continues under point 4) ☐ return of a sample meter ☐ readout meter data
☐ modification ☐ consultation before reparation ☐ _____
☐ quotation for reparation (continues under point 4) ☐ calibration/re-calibration

4. general failure description: (check appropriate boxes)

4.1. failure occurs: ☐ directly after installation ☐ ____ min/h/d after installation ☐ failure status ____ ☐ ____
  ☐ permanent ☐ occasionally ☐ reproducible
4.2. test-LED*/status LED ☐ permanent light up ☐ blinks ☐ off ☐
4.3. terminal block/connection ☐
4.4. communication ☐ _____
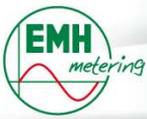**4.5. other failures/ additional comments** _____

additional meter failure description (check appropriate boxes)

4.6. load profile data ☐ faulty ☐ no readout possible ☐ _____
4.7. measuring accuracy/ faulty ☐ no startup ☐ measuring failure ☐ _____
4.8. RTC ☐ stops ☐ deviates ☐ _____
4.9. counter/display ☐ no functionality ☐ stops ☐ segment fails ☐ _____

additional modem failure description: (check appropriate boxes)

4.10. functionality limitation ☐ readout during operation ☐ during service/software installation
  ☐ call possible, but no readout ☐ readout starts, but modem was off
4.11. unit source/space limitation ☐ delivery batch ☐ place/area
  ☐ project ☐ user/end customer
4.12. recognition of the malfunction ☐ no connection to the modem ☐ no readout possible
  ☐ modem was off (live check) ☐
4.13. readout via meter interface ☐ CL0 > BUS member amount: _____
  ☐ RS232
  ☐ RS485 > BUS member amount: _____
  Terminal resistor: yes/no ; place: _____ ;size: _____
4.14. meter protocol ☐ 1107 ☐ DLMS ☐ SML ☐ M-BUS

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5. unit status by delivery: (check appropriate boxes)

☐ delivery status   ☐ re-configuration by customer   original value   actual value

                                                 ☐ CT constant

                                                 ☐ display decimal resolution

                                                 ☐ impulse values

                                                 ☐

6. delivery- and invoice address:

delivery address:

invoice address:

7. additional comments: (max. 300 signs)

*new eHZ-types with infra-red LED (night mode with camera, night vision devices)

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