Repair form

Please complete the form below. This will help us diagnose the problem faster and speed up the repair process.

Before you send your device to us for repair, please contact with your distributor / dealer firsts.
Our distributors / dealers are the first contact in your country to help you solve the problem and provide technical support. Please also make sure that the problem is not damaged engine equipment or poorly made electrical installation (check all connections and ground points).

If for some reason they are not able to help, or the problem turns out to be more complex, write to us directly with a detailed description of the problem : TECH@ECUMASTER.COM

Shipping address:

Company name : **Ecumaster Sp. z o.o.**
Department : **Service Department**
Street: **Studzienki 18**
Postal Code: **32-085**
City: **Modlnica**
Country: **Poland**

If you send us equipment from outside the European Union:

1) Use our full company data from above
2) Mark that the equipment has been sent to us for repair and will be sent back after repair.
3) Insure your shipment.
4) If you can, resign from local mail service, use a professional courier company. Standard mail is very slow, and there are sometimes several months of delays in export shipments.

Required:

Your full name/company name (with VAT ID number):

Address for return:

(address data must be same like consignment sender data)

Street name and no. of building/apatment:	
Additional address information:	
Postal code:	
City:	
Country:	

Contact details:

Phone number:	
E-mail adress:	

Place and date of purchase:

(if your warrant card isn't signed and stamped by seller, necessary will be copy of your purchase document/invoice)

Place of purchase:	
Date:	

Information about device and installation:

Device serial number:

(barcode number from device)

Who fitted and tuned the unit?

(Please add contact to tuner)

Workshop name:	
E-mail adress:	

Reason of repair:

(What causes, symptoms the device exhibits and when it occours?)

Are there any other reasons why the device could be damaged ?

(this may be helpful)

Have you contacted Ecumaster about the issue?

(99% of problems are due to an installation or settings error. Firstly we recommend contacting us by phone or e-mail before sending)

◯ Yes

◯ No

The person with which you contacted about technical support?

(please add also printed copy of your email correspondence)

Data about vehicle:

(model, brand, engine, engine modifications, whether the engine was in series with this body or was it swap?)

Is device password protected enabled?

(please write below a password or consent to the erase of data and restoring device to the factory settings)

Password:

☐ I consent to the erase of data and restoring device to the factory settings

Please copy all files from your device, if you don't have this option, please tick the appropriate information below, we will make a copy for you.

☐ I want a copy to be made of the files on my device

If the device has damage to the case/display/connectors etc. that does not affect the operation of the device, you can choose to replace them with new ones (for a fee). Below you can write what you would like to replace.

Conditions:

1) Please include to the shipment with the device:

   - Signed and stamped warranty card or a copy of the proof of purchase (copy of invoice)
   - Printed fully filled form from above
   - Printed copy of your email correspondence with our technical support (if there was one)

2) Service Department has the right to refuse warranty repair in case:

   a) finding inconsistencies between the data resulting from the documents and those on the equipment
   b) breach or breaking of seals
   c) prior repairs made on their own
   d) structural changes, including alterations and adaptations to the equipment

Refusal to perform warranty repairs for the reasons specified in point 2 (points b – d) is equivalent to loss of warranty.

3) In the event of unjustified sending of a full functional device, the costs of diagnosis and shipment are covered by the person who sent the device. Also the costs of customs services for customers from outside the European Union.

4) Estimated time for diagnosis and repair of the device is up to 30 working days (from receipt of the device)

5) In the absence of data on the issue; lack of a completed form, this time may be extended.

6) By sending the device, the customer confirms that he has read the repair conditions described in the regulations and agrees to start the diagnosis and repair procedure. Sign below.

7) Please protect your device carefully before shipping to prevent damage during transportation by the courier.

8) We strongly request that you take care to remove any dirt from the device before sending it out and that you do not refill packages with dirty fillings.