

Please first send the fully completed form to service@ps-automation.com.
After receipt, you will receive an individual processing / RMA number from us.

You can then send the actuator, stating this processing number, to the following address:

PS Automation GmbH

c/o Service Department _____ (individual processing / RMA number)

Philipp-Kraemer-Ring 13 | 67098 Bad Dürkheim | Germany

Required Information for the Return Shipment

* Mandatory fields

Company:*	
Contact person:*	
Email address:*	
Your reference / processing number:*	
Different return address:	

Serial number of the actuator:*	
Fault description:* (Please describe in as much detail as possible; statements such as "defective" are not sufficient)	

Your Request* (Multiple selections possible)

Inspection
Repair quotation
Immediate repair
Complaint

Does the actuator show any contamination?*

(Hazardous substances that may deposit directly or indirectly on the actuator)

Yes
No

If you confirm the selected services, this form counts as a **binding order** – no signature is required.
We will process your order according to the delivery and payment conditions known to you.

Approval of Scope and Costs for Immediate Repair*



In case of higher costs, please...*

Perform economic feasibility check
Max. authorized amount: _____ EUR

Send replacement actuator
Scrap actuator
Return actuator unrepaired
Feedback from Service Department

Cost Informationen:

A flat fee of **€105** is charged for the inspection, regardless of the result (except for warranty cases).
Repairs – including immediate repairs – are charged based on effort (€125/hour plus material).
Return shipping costs are based on the delivery terms known to you.

General Informationen:

Unless otherwise specified, we will apply the PS Automation factory standard settings for positioner behavior, torque increase, safety functions, fault messages, and characteristic curves.