Frauenhof
Pure Quality. Pure Service. Pure Frauenhof.

Technical Complaint
Customer Questionnaire

Complaint Number:
(To be filled out by Frauenhof)

Date of Complaint:

Customer:

End Customer (if different):

Responsible Contact:
►Phone:
►Mail:
Fileno.:
Purchase Document Number:
Document Date:

Responsible Contact:
►Phone:
►Mail:
Delivery Date:

Item Details
Frauenhof Article Number:
Description:

Problem Description / Activity Performed:

Required Information:
► What is defective or being reported?
► How does the defect manifest?
► When did the issue occur (date, context)?
► What activity was being performed at the time?
► Under what operating conditions (pressure, temperature, environment)?

Please attach photos or videos where possible to support assessment.

Operational & Usage Data:
Commissioning Date:
Approximate Operating Hours:
Service Life until Failure:

Additional Information on Hose Assemblies
Serial Number of the Hose: (Usually found on the fitting or an embossed tag)
Manufacturing Date of the Hose:
Batch or QC Number:
Original fittings on the hose?: Yes No Uncertain
► *If no, which fittings are currently installed?*
► *Who performed the last fitting assembly?*
Pressure at time of failure (if known):

► Note: For a complaint about hose assemblies to be considered, the end fittings with the original connectors must be returned. Without them, no claim assessment will be performed.

► Please upload the completed form via the contact form under the “Complaints and Claims” section on our website. For any questions, please contact us at +49 (0)2103 2464-0.

Place / Date

Signature (Name)

CRM