

# Important tools to help Danfoss Appliance Controls Excel

Claims, Line and Field Rejects Wanted

## Quality Handling Information

Whilst Danfoss Appliance Controls makes every possible effort to deliver thermostats of superior quality, on occasion, claims, line and field rejects are bound to turn up. We rely on your close co-operation to help us find the root cause of any claims, line and field rejects.

We can only excel through learning about any claim, line or field reject and introduce, if necessary, corrective actions to uphold our commitment to deliver thermostats of superior quality.

For your convenience, we give in the following, the procedure how to return thermostats to Danfoss Appliance Controls, allowing us to analyse and quickly respond to you.

Your co-operation to immediately return any thermostat is vital to us, we therefore urge you follow the following guidelines.



## Definitions

**Claims** A claim is defined as a case where an immediate situation calls for action by us – i.e. a failure rate of unusual level

**Line rejects** Line rejects are defined as an insignificant quantity of rejected thermostats found in the production or during the final test

**Field rejects** Field rejects are defined as thermostats received from an after sales service team

## Claim handling

Should you wish to file a claim, we kindly ask you to complete a Claim Form (see last page) and make contact with the Quality Manager from the supplying factory. You will find the contact details on the following page. Upon receipt of your Claim Form, we will instruct you what measures to take.

# Line or field / market rejects

**Should you wish to return thermostats rejected either in your production or in the field / market, we kindly ask you to return the units by following the steps.**

1. To avoid damages to the thermostats, which may be attributed to poor handling, storage and transport, we encourage you to handle the units with care to allow us to carry out a proper analysis of the units returned.  
In your communication with Danfoss Appliance Controls, it is important to state the number of units in question and the type of reject the claim concerns.
2. Prior to shipping any thermostats to Danfoss Appliance Controls, please make arrangements for the cost-free return of the units with below contact person from Appliance Controls.
3. Rejected thermostats should be returned to Danfoss Appliance Controls immediately and not left to be attended to e.g. once a year.

Upon completion of the analysis of the claims received, Danfoss Appliance Controls will make contact with you with a full report on our findings and conclusions.

**Contacts:**

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Q Technician – customer service

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## Quality complaint

Date of complaint	Company name	Responsible for the case	Complaint number
Thermostat code no.	Quantity complained	Remarks	
<b>Type of claim</b> (mark with X)			
Inlet control Quantity received Quantity tested Quantity complaint	Line reject	Field reject Duration operation Application More information attached to the part Yes <input type="checkbox"/> No <input type="checkbox"/> (text in English)	Other (describe)
<b>Batch identification</b>			
<b>Description of the failure</b>			
<input type="checkbox"/> Dimension (assembly) What _____ Range of values: min _____ max _____			
<input type="checkbox"/> Functional <input type="checkbox"/> System/compressor does not start (do not cut-in) <input type="checkbox"/> System/compressor does not stop (do not cut-out): temperature tested: yes <input type="checkbox"/> no <input type="checkbox"/> <input type="checkbox"/> System/compressor with too short or too long cycle (cut-in or cut-out out of tolerance) Temperature tested: yes <input type="checkbox"/> no <input type="checkbox"/> Test performed on Q-batch: yes <input type="checkbox"/> no <input type="checkbox"/> <input type="checkbox"/> Other (describe)			
<b>What will your actions be ?</b>			
<b>What are your expectations of Danfoss in this matter ?</b>			
<b>Date</b>		<b>Made by</b>	

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