

COMPLAINT PROTOCOL

NRF is considering any customer complaint. Please provide following information to allow us to investigate any non-conforming product or service provided.

SALES INFORMATION

Date Issue reported _____

Customer Name _____

Sales Order _____ Reference _____

Dimensions _____ Date items received _____

Quantity Ordered _____ Quantity Rejected _____

NRF Customer service/Sales Representative _____

COMPLAINT INFORMATION

Issue Type

☐ Leaks

☐ Damage

☐ Damage in transit

☐ Cleanliness

☐ Other

*provide leak test parameters

Pressure:.....(bars)

Time:.....(minutes)

*Record the damages in the transportation report
*Attach photos: entire box and detail of the box damage; entire product and detail of the product damage

Full Issue Description _____

Technical data

Running hours: _____ Working pressure _____ Application (type of machine, vehicle) _____

Type of issue evidence

☐ Photos

*General view of the radiator
*Direct view of the problem

☐ Videos

*Manufacturing label of the product
*Pressure gauge for leak test
*General view of the radiator
*Direct view of the problem

☐ Other

Photo of traceability plate/label ☐ Yes ☐ No

* Provide a photo of the manufacturing label located on the side of the core (aluminum products) or under the collector (copper-brass products)

WELDING/ SOLDERING PARAMETERS USED

ALUMINIUM

Welding Method _____

Amperes _____

Type of electrode used _____

Wire Diameter _____

Gas type _____

Preheating temperature _____

Flow for Argon gas _____

COPPER-BRASS

Sn/Pb (tin/lead); Ratio used _____

Welding Flux; Chemical composition and concentration _____



FOR NRF USE ONLY:

RMA Number _____

Issue status ☐ Accepted ☐ Rejected

Rejection reason _____

Date closed _____ Closed by _____

Root cause _____

Corrective/Preventative Actions Taken/Actions Owner/Timescale/ Status

Date closed _____ Closed by _____