



## Warranty Questionnaire

This document should be filled out for a warranty claim. The general purpose is to collect information that is pertinent to the warranty claim. This information will be used in efforts to better serve our customers.

### ***Contact information***

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Time to call: \_\_\_\_\_

Pager number: \_\_\_\_\_ Time to page: \_\_\_\_\_

### ***Item Information***

Manufacturer: \_\_\_\_\_

Model or Part Number: \_\_\_\_\_

Model or Part Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

### ***Tool / Process Information***

Tool Manufacturer: \_\_\_\_\_

Tool Model: \_\_\_\_\_

Area (CVD, Etch, Thin Films, etc...): \_\_\_\_\_

Process type: \_\_\_\_\_

### ***Fail Mode information***

Install Date: \_\_\_\_\_

Item failed on install? \_\_\_\_\_

Fail Date: \_\_\_\_\_

Wafer count if applicable: \_\_\_\_\_

Item failed on specific process or set point? \_\_\_\_\_

Symptom of failure: \_\_\_\_\_

\_\_\_\_\_

Specific tool or process SPC (Statistical Process Control) fault:

\_\_\_\_\_

\_\_\_\_\_

Any additional information that may help resolve the issue, please elaborate:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

For any questions regarding this document, please contact Customer Support at (877) 989-7007. Thank you for your business!