



## Reshipment documents for an easy and fast delivery back to Heiz24

Please fill out and enclose to the return package to Heiz24.de!

Process-Nr.:

V/A

Invoice-Nr.:

R

### Reason for reshipment (please cross the correct box):

- ☐ **Reshipment of my old defect product for a WARRANTY extension of 2 years from bill date.**
- ☐ **Delivered Heiz24.de product is defect, please send me a replacement item**  
For each returned defective product, a report will be created. If the defect have been caused due to improper connection, an additional fixed price about 69,- € including 19% VAT will be charged
- ☐ **I ordered the wrong product, please send me following product:**

### Error description of the returned product:

- ☐ **Clock** do work ☐ not at all / too fast/slow / ☐ don't switch / ☐ sticks at pins  
(Tip: leave the clock connected for at least 24h or to a reset!)
- ☐ Article functioned flawlessly, and get a disturbance after \_\_\_\_ days
- ☐ doesn't work anymore in automatic mode (day/night)
- ☐ external sensor / ☐ other sensor devices doesn't submit the right temperature (Tip: please check your sensors by a technician.)
- ☐ relay buzzing / relay get stuck
- ☐ wrong temperature is shown on the device
- ☐ room sensor / remote control has no effect
- ☐ **product shows the following error:** \_\_\_\_\_

- ☐ same error as the old device \_\_\_\_\_
- ☐ error is not resolved by replacing Article (error elsewhere)
- ☐ refund of paid amount  
☐ on the following bank account  
☐ PayPal / ☐ Amazon Pay / ☐ credit carte / ☐ Other:.....

IBAN: \_\_\_\_\_

BIC: \_\_\_\_\_

(please note that if possible we have to return the payment in the same way as it was received)

<sup>2</sup>= warranty extension is just possible for products where this option was selected at purchase

## Have problems with a Heiz24.de product?

- Is the Heiz24.de product exactly equal with your old one? Yes ☐ No ☐
- Does a technician checked the device and the boiler? Yes ☐ No ☐
- Do you have a manual and do you proceed it step by step? Yes ☐ No ☐
- Do you have provided the clock at least for 24h with power? Yes ☐ No ☐
- Are the pins correctly installed? Yes ☐ No ☐
- Are all sensors already checked for the correct resistance?  
(fill chart with results!) Yes ☐ No ☐
- Are the options in the service menu correctly programmed? (digital devices) Yes ☐ No ☐
- Did you already reset the delivered product? Yes ☐ No ☐
- Are all potentiometers and bridges set right? Yes ☐ No ☐
- Are all DIP-switches set right for your heating system?  
(not present on all devices) Yes ☐ No ☐
- Did you already check the power supply of the controller? Yes ☐ No ☐
- Do you hear any noise from device or  
are there error messages at the display? Yes ☐ \_\_\_\_\_ No ☐
- Did you checked the boiler thermostat and  
the safety temperature limiter? Yes ☐ No ☐
- Error description (Heiz24.de product): \_\_\_\_\_
- Which error has your own old device had? \_\_\_\_\_
- If you intentionally not ordered the same/equal device,  
please check that your old sensors fits to the new device. The product will otherwise not work.

### In order to help you, a filled chart is necessary

Sensors	Shown Temp. °C	Measured resistance	Reference resistance
External sensor			
Boiler sensor			
Domestic water sensor			
Flow sensor 1			
Flow sensor 2			