

# Complaint NEURO HiTRONIC Functional Unit

Dear Customer,

You have purchased a NEURO HiTRONIC system joint in which a functional unit is mounted. The FIOR & GENTZ service includes the free repair of the functional unit (if necessary) within 36 months after the purchase of the system joint.

If you notice a malfunction of the functional unit of your NEURO HiTRONIC, please contact the FIOR & GENTZ Technical Support. After scheduling an appointment, the Technical Support will carry out an online analysis of the error.

If the online analysis shows that the functional unit must be sent to FIOR & GENTZ for repair, a replacement functional unit will be provided for the period of the repair.

Please fill in the following fields if, during the online analysis, the Technical Support staff and you have decided that the functional unit must be sent to us for repair. Enclose this form and the maintenance records with the functional unit.

Thank you for your understanding.

Your FIOR & GENTZ team

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## Company

Customer Number

Name, Legal Form\*

Street\*

Postcode, City\*

Email\*

Phone\*

Fax

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## Contact Details

Last Name\*, First Name      Ms      Mr

Department/Position

Phone\*

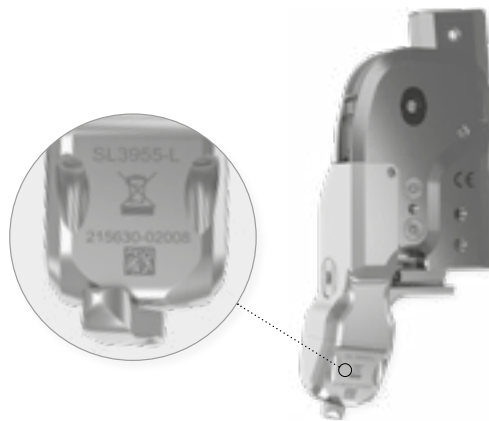
Mobile

Email\*

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## Information on the System Joint

Serial number Functional Unit



PR9048-GB-2022-03

Place, Date

Signature

## FIOR & GENTZ

Gesellschaft für Entwicklung und Vertrieb  
von orthopädietechnischen Systemen mbH

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**FIOR & GENTZ**  
ORTHOPÄDIETECHNIK MIT SYSTEM