

Please send the defective parts with a copy of this completed form to THALES NEDERLAND.

Warranty claim <input type="checkbox"/>	Reporting only <input type="checkbox"/>	Order no. THALES NEDERLAND : <input style="width: 100%;" type="text"/>	
1	Reported by (name) : <input style="width: 100%;" type="text"/>	Date : <input style="width: 20px;" type="text"/> Year <input style="width: 20px;" type="text"/> Month <input style="width: 20px;" type="text"/> Day	Your reference no. <input style="width: 100%;" type="text"/>
	Base / ship : <input style="width: 100%;" type="text"/>		
	(part) Project code : <input style="width: 100%;" type="text"/>		
	System serial number : <input style="width: 100%;" type="text"/>		Thales FRACAS no. <input style="width: 100%;" type="text"/>
2	Is the problem caused by an other problem that has already been reported? Yes <input type="checkbox"/> No <input type="checkbox"/> Not known <input type="checkbox"/>		
	If so, what is the reference number of that Storap? <input style="width: 100%;" type="text"/>		
3	By what symptoms did you recognize the problem? :		
4	Problem found during:		
	Installation <input type="checkbox"/>	Normal operation <input type="checkbox"/>	
	Periodic inspection <input type="checkbox"/>	Other <input style="width: 100%;" type="text"/>	
5	Influence of the problem on the operational function :		
	Inoperable <input type="checkbox"/>	Partly operable <input type="checkbox"/>	Fully operable <input type="checkbox"/>
6	Time indications (in hours)		
	Hours counter : <input style="width: 100%;" type="text"/>	Localisation + repair time: <input style="width: 100%;" type="text"/>	
	Waiting time : <input style="width: 100%;" type="text"/>		
7	Cause of waiting time :		
	Using own means, problem could not be Localised <input type="checkbox"/>	No available Personnel <input type="checkbox"/>	
	Using own means, problem could not be Repaired <input type="checkbox"/>	No available Spare parts <input type="checkbox"/>	
	Other reasons (describe) <input type="checkbox"/>		
8	Part that is defective / to be replaced : <input style="width: 100%;" type="text"/>	Master code : <input style="width: 100%;" type="text"/>	Rev. no. : <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
	Replaced by <input style="width: 100%;" type="text"/> (serial no.)	With rev. no. <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	Serial no. : <input style="width: 100%;" type="text"/>
9	Next higher assembly: <input style="width: 100%;" type="text"/>	Master code : <input style="width: 100%;" type="text"/>	Rev. no. : <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
	Replaced by <input style="width: 100%;" type="text"/> (serial no.)	With rev. no. <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	Serial no. : <input style="width: 100%;" type="text"/>
10	Equipment unit: <input style="width: 100%;" type="text"/>	Master code : <input style="width: 100%;" type="text"/>	Rev. no. : <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
		Serial no. : <input style="width: 100%;" type="text"/>	
11	Repaired by: <input style="width: 100%;" type="text"/>	Telephone <input style="width: 100%;" type="text"/>	Repair Department <input style="width: 100%;" type="text"/>
			Date of repair Year <input style="width: 20px;" type="text"/> Month <input style="width: 20px;" type="text"/> Day <input style="width: 20px;" type="text"/>
12	Unit 12NC <input style="width: 100%;" type="text"/>	Defective component 12NC <input style="width: 100%;" type="text"/>	Ref. no. <input style="width: 100%;" type="text"/>
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	Ser. no. : <input style="width: 100%;" type="text"/>
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
13	Cause of the problem, findings during repair, recommendations, etc. :		
	Delivery to: <input style="width: 100%;" type="text"/>	Requested term: <input style="width: 100%;" type="text"/>	Initials for finished <input style="width: 100%;" type="text"/>
			Finished date Year <input style="width: 20px;" type="text"/> Month <input style="width: 20px;" type="text"/> Day <input style="width: 20px;" type="text"/>

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The upper line enables you to indicate whether the problem is a warranty claim or an ordinary problem report.

The form is subdivided in a number of boxes, numbered 1 - 13. You must fill in boxes 1 - 10 and if necessary 13. The boxes 11 - 12 are filled in by Thales in the progress of processing of the STORAP.

Box 1. General data of reporter and the system involved.

- Reported by (name): Person or department who/which reports the problem.
- Base/ship: Name of the location (ship or base) where the problem was detected.
- System or Project code: Name of the system in which the problem was detected, or -if known- the Thales project code.
- System serial number: The serial number within a group of systems if more systems were delivered.
- Date: the date, the problem is reported.
- Your reference no.: Customer identification of the problem report, to be used for reference by Thales.
- Thales FRACAS no.: To be filled in by Thales.

Box 2. Reference to previous problem reports

- Use the check boxes to answer the question.
- STORAP reference number: Your internal reference code or preferably the FRACAS code of the relevant STORAP.

Box 3. Symptoms of the problem:

- Provide a brief and to the point description of the symptoms of the problem.

Box 4. The circumstances under which the problem occurred:

- Use the check boxes to answer the question or describe the system state if necessary.

Box 5. The consequences of the problem:

- Use the check boxes to answer the question.

Box 6. Time indications, state the period in hours with two decimals:

- Hours counter: the read-out of the hours counter of the problem unit, or if not possible the hours counter on the assembly, the unit is fitted in.
- Localisation + repair: all time necessary for localisation of the problem, solving the problem and checking if the system is working OK again, afterwards.
- Waiting time: the total time delay for the problem solution, caused by the reasons listed in box 7.

Box 7. Reasons for time delay during solving the problem:

- Use the check boxes to answer the question or describe reasons briefly.

Box 8. Data of the defective part:

- Replaced by: Serial number of the replacement for the defective part.
- Master code: Product code without change status indication.
- Rev. no.: product change status/revision status.
- Serial no.: Item serial number.
- Reference no.: Position code or parts list indication on the parts list of the next higher assembly.

Box 9. Data of the next higher assembly (i.e. the unit, the defective part is fitted in). The meaning of the data is analogous to the defective part data (see Box 8) with the following difference:

- Replaced by: Serial number of the next higher assembly, only if it has been replaced as a consequence of the problem.

Box 10. Data of the Equipment unit (i.e. the equipment, the defective part is fitted in). The meaning of the data is analogous to the defective part data (see Box 8).

Box 11. Repair data: to be filled in by Thales.

Box 12. Replaced components in the progress of repair: to be filled in by Thales

Box 13. Cause of the problem, findings and recommendations: if desired, add extra data which can be helpful for Thales during repair.