

Attachment to Service Form "Airbrush Set"



Customer/Company Address

Title: ☐ Mr. ☐ Ms. ☐ Company
Name/Company:
Street, No.:
ZIP Code, City:
Country:

Billing Address (if different)

Title: ☐ Mr. ☐ Ms. ☐ Company
Name/Company:
Street, No.:
ZIP Code, City:
Country:

Contact Information

Phone:
Email:
Mobile / WhatsApp:

Order Assignment

Order No.:
Invoice No.:
Purchase Date: Delivery Date:

NOTE

Please send us, along with this form, detailed photos of the assembly, compressor, and airbrush gun, as well as any paints and faulty items, including the order number and, if applicable, the invoice to **service@profi-pumpe.de**. This can help speed up the processing of your complaint.

Without knowledge of the installation situation and operation, your claim for statutory warranty cannot be determined and must be denied.

How experienced are you with airbrushing? ☐ Beginner ☐ Intermediate ☐ Expert

1.0 Questions about product issues and malfunctions

Which product is faulty: ☐ Compressor ☐ Water separator ☐ Airbrush gun ☐ Accessories

Other component:

Description of the issue:

Compressor

- ☐ No air output
- ☐ Vibrating
- ☐ Overheating
- ☐ Making noise
- ☐ Motor runs, no pressure

Pressure gauge

- ☐ Not working

Airbrush

- ☐ Not spraying
- ☐ No air output
- ☐ No paint output
- ☐ Paint comes out in droplets
- ☐ Spray lever not functioning
- ☐ Paint bubbling
- ☐ Cannot install paint cup

Water separator

- ☐ Pressure adjusted

Paints

- ☐ Paint clumping
- ☐ Paint separating (oily)
- ☐ Poor coverage
- ☐ Peeling off

Was the defect present when new: ☐ Yes ☐ No
When did the defect first appear: (DD.MM.YYYY)
After how much usage: hrs

1.1 What actions have you already taken?

Compressor

- ☐ cleaned
- ☐ cleaned with water
- ☐ checked for leaks
- ☐ connections checked
- ☐ power supply checked

Airbrush

- ☐ cleaned with alcohol
- ☐ cleaned with water
- ☐ disassembled
- ☐ connection checked
- ☐ Color adjustment screw
- ☐ Nozzle/needle replaced

Water separator

- ☐ disassembled/cleaned
- ☐ checked for leaks
- ☐ connections checked
- ☐ resealed

Paints

- ☐ thinned
- ☐ changed
- ☐ paints shaken

2.0 Visual condition upon delivery

2.1 Visual condition of airbrush components upon delivery (multiple selections possible):

- ☐ Scratches ☐ Dents ☐ Mechanical damage ☐ Broken parts ☐ No defects

Short description:

2.2 Visual condition of packaging upon delivery:

- ☐ Torn ☐ Not properly sealed ☐ Opened ☐ No defects

Box has holes/dents, ☐ No ☐ Yes, are these damages at the same spot as the packaged product. ☐ Yes ☐ No

Short description:

Are parts missing?: ☐ No ☐ Yes, which ones

3.0 Questions about the components

3.1 Questions about the compressor

Is there a water separator?: ☐ No ☐ Yes

Prefilter checked? Is there water? ☐ No ☐ Yes

Manufacturer, model

Displayed pressure gauge bar

3.2 Question about the airbrush

Type of airbrush: ☐ Double action ☐ Single action

Manufacturer, model

Does the airbrush spray/work with water: ☐ Yes ☐ No

3.3 Question about the colors used

Company / Brand:

Type of paint: ☐ Primer ☐ Varnish ☐ Acrylic ☐ Water-based

Which one exactly?

Condition of airbrush paints upon delivery:

☐ New ☐ Open ☐ Complete ☐ Colors missing

Other, what exactly?

Inspection Cost Notice

We usually inspect goods at our service workshop within 1-2 weeks after receipt. However, if our service department determines that wear and tear, improper handling, or external factors are to blame, we must charge you the related inspection fees:

- Hourly rate for inspection, processing, documentation €75.00/hr
- Packaging and return shipping costs (as incurred)

If we find a fault or defect in the product, or if it's solely due to a manufacturer error, there will be no inspection fees.

We will promptly inform you of the next steps after the inspection.