

Support - Product Return Form > Print

1. The **PRN (PRODUCT REFERENCE NUMBER)** identifies the product to be repaired
2. Please mention the **PRN** you found in the **PRF (PRODUCT RETURN FORM)** in any correspondence towards CAEN, considering the product sent in repair
3. Where to ship:
depending on where you are located, the Product must be shipped directly to **CAEN S.p.A. headquarters** or to your **Country's Dealer**: to find the proper address please visit [this page](#). For more details, feel free to [contact us](#).

Sender

Name:	Daniel Coderre	Company / Institution:	University of Bern
Address:	Sidlerstrasse 5	ZIP/Postal Code:	3012
City:	Bern	State/Province:	
Country:	Switzerland	Phone:	+41 31 631 5405
Fax:		E-mail:	daniel.coderre@lhep.unibe.ch

Return Shipment to:

Name:	c/o Marcello Messina	Company / Institution:	LNGS
Address:	VIA G. ACITELLI, 22	ZIP/Postale Code:	67100
City:	Assergi	State/Province:	AQ
Country:	Italy	Phone:	
Fax:		E-mail:	daniel.coderre@lhep.unibe.ch

Product Description**Product # 1 - PRN W7323**

Model Name:	A1535	Model S. N.:	457
Experiment:	XENON1T	Repair Location	CAEN Repair Center c/o CAEN S.p.A. Via Vetraria, 11 55049 Viareggio (LU) Italy
Firmware Upgrade:	YES		

Failure Description

Observed current fluctuates constantly by a few muA. Possible failure of on-board ADC unit.

Product # 2 - PRN W7324

Model Name: A1535**Model S. N.:** 487**Experiment:** XENON1T**Repair Location**CAEN Repair Center
c/o CAEN S.p.A.
Via Vetràia, 11
55049 Viareggio (LU)
Italy**Firmware Upgrade:** YES**Failure Description**Observed current fluctuates constantly by a few μA . Possible failure of on-board ADC unit.***Comment***Please contact d.coderre@lhep.unibe.ch with any questions. Thanks!**No Attach Document to Question****Date**

Signature
