**Q**uanta System

## **Customer Complaint**

MOD 8.2.2-01 Rev02

Section to be filled by Quanta System					
Complaint Number		Received by			
RMA Nr. (if any)		Received on			
COMPLAINANT DATA					
Complainant (Distributor/Agent) name and address *					
Complainant case identification (i.e. internal report number):					
Complainant case identification (i.e. internal report number).					
Reported by (Distributor/Agent contact person)					
	. ,				
Phone/email (Distributor/Agent)					
	HOSPITAL / C	LINIC DATA			
Name and address of the hospital/clinic					
Name of the initial reporter at the hospital/clinic					
Phone of the hospital/clinic initial rep	orter				
Event date (if available)					
Date notified to the complainant (Distributor/Agent) *					



## **Customer Complaint**

MOD 8.2.2-01 Rev02

PRODUCT AND PROBLEM DATA						
Product Family		Product Model				
Serial Number / Lot *	Q.ty *	Part Number				
LIDI						
UDI						
Software/hardware version		Error Code(s)				
Reported Issue (select one) *						
Temporary Error	Minor anomalies not impacting on functionalities		Aesthetic defects / missing components			
Wear damages	Product completely impossible to use		Functional / Performance impacting issues			
Product Effect (select one) *						
Product Impossible to use anymore	Component / Subsystem impossible to use anymore		Product usable but with reduced performance or usability			
Product usable after component replacement Product usable after te service		echnical intervention /	Product normally usable, no performance or usability impact			
Problem Description *						
Timing of the Problem (select one) *						
As received from Quanta  During First Quality		ontrol Incoming	Unknown / no timing reported			
Inspection						
☐ During demo without patient During first installatio			During maintenance			
☐Patient there-just before treatment	During treatment on p	atient	Patient there- after treatment			
Patient Involvement (select one) *						
No involvement or consequences	Delay in AESTHETIC / treatment (without con		Delay in SURGICAL treatment (without clinical consequences)			
Limited/trivial damages that would heal Reversible cosme within short timing		amage	New or prolonged hospitalization of the patient			
Trivial impairment or damage to a body structure or function  Medical or surgical in preclude permanent i function or damage to		pairment of a body	Permanent irreversible impairment of a body function or permanent damage to a body structure			
Life threatening Injury-Illness	Death		Unknown / no patient involvement reported			
Other - Please Specify below						

\* = Mandatory Data Page 2 of 2