



Powering Business Worldwide

CUSTOMER QUALITY MANAGEMENT

CQM FORM

Please complete the following form in full for CQM's on Eaton engineered products. * indicates required fields.

Eaton's Technical Resource Center (TRC) must be contacted for TVSS', SPD's, ATS', AFD's, and Metering Products for troubleshooting assistance prior to entering a CQM on that product line. TRC – 1-877-386-2273, Option 2. See below for specific item phone directory.

CORE must be used for returns/exchanges on standard, non-engineered products. CORE – 1-800-410-2910.

Warranty Requestor's Information

Name*: _____ Company: _____

Phone*: _____ Fax: _____ Email: _____

General Order (GO#) Information

GO#: _____ Item #/Item Designation*: _____ Priority Level*:

Serial # (required for transformers): _____

Previous CQM Issue ID #'s (if applicable): _____

Shipping Information

Attention*: _____ Phone*: _____ C/O: _____

Address 1*: _____

Address 2: _____

City/State/Zip*: _____

Site Address (if EESS is Required) *same as shipping address*

Attention*: _____ Phone*: _____ C/O: _____

Address 1*: _____

Address 2: _____

City/State/Zip*: _____

Description of Problem and Required Resolution*

Please attach any applicable pictures to the email with this form.