



# A-1 ServoMotor Repair

Serving automated industries since 1982

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## SHIPPING FORM

Completion of this form is optional. However, by providing the information requested below you will assist us in the diagnosis and repair of your servo device. As a result, we will be able to provide you with a more efficient repair service resulting in a faster turnaround time for you or your customer.

<b>Contact Information</b>		<b>PO #:</b>		<b>RMA #:</b>	
Company Name:		Phone #:		Ext:	
Contact Name:		Email:			

<b>Servo Device Information</b>					
Type of Device:		This device is used on the following machine:			
Mfg.		Type/Mfg.			
Model #		Model #			
		Serial #			

### Evaluation Questions

**1. Please check one of the following:**

<input type="radio"/> I have included detailed specifications for this device	<input type="radio"/> I don't have specifications for this device, but can locate them and will forward a copy	<input type="radio"/> I don't have and don't know where to find specifications for this device
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\*\*\* Please provide copies of any related device specifications such as: pin outs, performance data etc.

**2. When the servo failed, I noticed the device: (check all that apply)**

<input type="checkbox"/> Ran rough	<input type="checkbox"/> Made a wining noise	<input type="checkbox"/> Was noisy	<input type="checkbox"/> Got very hot
<input type="checkbox"/> Smoked	<input type="checkbox"/> Crepes	<input type="checkbox"/> Would not home	<input type="checkbox"/> Ran away
<input type="checkbox"/> Failed to position correctly	<input type="checkbox"/> Spun a little, then stopped running	<input type="checkbox"/> Pulled an excessive amount of current	<input type="checkbox"/> Seemed to have low torque
<input type="checkbox"/> Failed at high speed	<input type="checkbox"/> Failed at low speed	<input type="checkbox"/> Would not run at all	

**3. I confirmed this device was bad by: (Check all that apply)**

<input type="checkbox"/> Installing a known good device in it's place (problem resolved)	<input type="checkbox"/> Installing this device in a known good drive/machine (problem followed device)	<input type="checkbox"/> I was unable to confirm the device was bad by swapping parts
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**4. I have checked: (Check all that apply)**

<input type="checkbox"/> All related wiring harnesses and connectors for shorts/opens	<input type="checkbox"/> The drive for proper operation/output	<input type="checkbox"/> The controller for proper operation	<input type="checkbox"/> The related axis for smooth movement (no binding) over its entire range of movement
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**5. If the failure was intermittent, please answer the following questions.**

- a. How often does the failure occur? \_\_\_\_\_
- b. In the list below, check all of the symptoms that are associated with the intermittent failure:

<input type="checkbox"/> Excessive heat	<input type="checkbox"/> Excessive current	<input type="checkbox"/> Won't position correctly	<input type="checkbox"/> Low torque	<input type="checkbox"/> A runaway
<input type="checkbox"/> Occurs when device is first turned on	<input type="checkbox"/> Occurs when device has run for a while	<input type="checkbox"/> Occurs During heavy loads on the device	<input type="checkbox"/> Not sure/ it just fails intermittently	

**Comments / Describe Failure:**
