



A-1 ServoMotor Repair

Serving automated industries since 1982

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SHIPPING FORM

(Complete one form for each device shipped)

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.

| | | | |
|----------------------------|--|---------------|---------------|
| Contact Information | | PO #: | RMA #: |
| Company Name: | | Phone Number: | |
| Contact Name: | | Extension: | |

| | | | |
|---------------------------------|--|---|--|
| Servo Device Information | | | |
| 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 | |
| <i>*** Please provide copies of any related device specifications such as: pin outs, performance data etc.</i> | | | |
| 2. When the servo failed, I noticed the device: (check all that apply) | | | |
| <input type="radio"/> Ran rough | <input type="radio"/> Made a wining noise | <input type="radio"/> Was noisy | <input type="radio"/> Got very hot |
| <input type="radio"/> Smoked | <input type="radio"/> Creeps | <input type="radio"/> Would not home | <input type="radio"/> Ran away |
| <input type="radio"/> Failed to position correctly | <input type="radio"/> Spun a little, then stopped running | <input type="radio"/> Pulled an excessive amount of current | <input type="radio"/> Seemed to have low torque |
| <input type="radio"/> Failed at high speed | <input type="radio"/> Failed at low speed | <input type="radio"/> Would not run at all | |
| 3. I confirmed this device was bad by: (Check all that apply) | | | |
| <input type="radio"/> Installing a known good device in it's place (problem resolved) | <input type="radio"/> Installing this device in a known good drive/machine (problem followed device) | <input type="radio"/> I was unable to confirm the device was bad by swapping parts | |
| 4. I have checked: (Check all that apply) | | | |
| <input type="radio"/> All related wiring harnesses and connectors for shorts/opens | <input type="radio"/> The drive for proper operation/output | <input type="radio"/> The controller for proper operation | <input type="radio"/> The related axis for smooth movement (no binding) over its entire range of movement |
| 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="radio"/> Excessive heat | <input type="radio"/> Excessive current | <input type="radio"/> Won't position correctly | <input type="radio"/> Low torque |
| <input type="radio"/> Occurs when device is first turned on | <input type="radio"/> Occurs when device has run for a while | <input type="radio"/> Occurs During heavy loads on the device | <input type="radio"/> Not sure/ it just fails intermittently |
| <input type="radio"/> A runaway | | | |
| Comments / Describe Failure: | | | |
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