

Service Report

Technical Details

Hand SN: C6R-090731-HAM

Repair Date: 7 Sept 2021

Warranty Until: 7 Sept 2021

Initial Visual Inspection

Background

A connection loss was raised by the customer on the LFJ2. Support team has identified that the reason for the bad connection is generated by the BioTac not the cable. Syntouch was reached regarding the support of the BioTac but this type of product is no longer serviceable.

Inspection

Shadow requested the BioTac to be shipped to the support site for inspection, which the customer shipped. After the analysis conducted it is raised that the cable is broken (see picture below)



Proposed solution

Repair team suggests the repair is feasible via sanding the resin on top of the biotac and resolder the flexi cable. If the broken cable was the only issue the BioTac had, Electronics Expert suggest the issue will be solved and BioTac will recover its functionality fully.

The Shadow Robot Company Ltd is not the owner of the item, repair should be done at Customer risk.