

maxon motor		
maxon motor group	Checklist Returns	K-Kund_F33 Index 01 Page 1 / 1

To speed up processing time and improve solution finding we kindly ask you to fill out the following questionnaire. Please answer all questions and send this checklist to your contact person: marilena@electromate.com
Please also enclose this report with the returned material.

Thank you very much, maxon Customer Service

Customer Failure Report

City / Date: Vancouver / March 9, 2010

Customer data:

Customer: Davy Chiu Address: 3313 Anzio Drive City: Vancouver, BC / Country: Canada	Customer No.: Contact person: / Department: Phone: 778-883-2303 / email: davychiu@gmail.com
Customer application:	
<input checked="" type="checkbox"/> Medical	<input checked="" type="checkbox"/> Automotive
<input checked="" type="checkbox"/> Aerospace	<input checked="" type="checkbox"/> Industrial Automation
<input type="checkbox"/> Others:	

To be filled in by the maxon sales representative responsible:

maxon part no.:	Quantity:	Return number:
Production order number:		
Modification by subsidiaries	<input type="checkbox"/> Shorten shaft <input type="checkbox"/> Other parts mounted	<input type="checkbox"/> Labeling <input type="checkbox"/> Others:
Delivery status: (Conditions)	<input type="checkbox"/> Original packaging	<input type="checkbox"/> Arrived dismantled

Where did you notice the failure:

- ☐ Incoming inspection
☒ Prototype testing
☐ Putting into operation
☐ In use
☐ Damage in transit (include report and pictures)
☐ Others:

Failure description:

- ☒ Not running / blocked
☐ Running / no torque
☐ Current too high (Voltage: V)
☐ Initial voltage too high (Voltage: V)
☐ Noise (Voltage: V)
☒ Others: encoder not responding in self-test

Which part may be damaged:

- | | | |
|--|---|--|
| Motor | Gear | Encoder/Tacho |
| <input type="checkbox"/> Axial play | <input type="checkbox"/> Axial play | <input checked="" type="checkbox"/> Signal missing |
| <input type="checkbox"/> No-load current | <input type="checkbox"/> Irreg. running | <input checked="" type="checkbox"/> Mounting |
| <input type="checkbox"/> Output shaft | <input type="checkbox"/> Impact | <input type="checkbox"/> Position |
| <input type="checkbox"/> Noise | <input type="checkbox"/> Noise | <input type="checkbox"/> Noise |
| <input type="checkbox"/> Electronics | <input type="checkbox"/> Controllers | |
| <input type="checkbox"/> Others: | | |

Measures to be taken:

- ☐ Analysis (destructive, motor completely dismantled)
☐ Send back damaged goods without repair
☒ Inspection with repair
☒ Estimate of costs
☐ Return consignment due to:
☐ Modification, due to:
 Wrong: ☐ Delivery ☐ Order ☐ Advice
☐ Others:

Remarks:

Operating mode and data:

- ☐ CW (clockwise)
☐ CCW (counterclockwise)
☐ CW/CCW (changing)
☐ Start-stop operation, cycles:
☐ Continuous operation
 Voltage: V
 Current: mA (time-current-diagram, if possible)
 Torque: mNm / Speed: rpm

How long has the unit been in use:

- ☐ 0 - 10 h
☒ 10 - 100 h
☐ 100 - 1000 h
☐ > 1000 h
☐ Unknown

Supposed cause of failure:

- ☐ Short circuit
☐ Overload
☐ Defect in material
☒ External influences
☐ Others:

Special environmental conditions:

- ☐ Temperature < 0°C
☐ Temperature > 80°C
☐ Changing temperature conditions
☐ Rel. humidity (> 85% rH)
☐ Rel. humidity (< 30 % rH)
☐ Low pressure (Vacuum)
☐ Running in special medium (e.g. oil)
☐ Vibration / Acceleration
☐ Others: