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: | | |
| Medical  Aerospace | Automotive  Industrial Automation | Others: |

**To be filled in by the maxon sales representative responsible:**

|  |  |  |  |
| --- | --- | --- | --- |
| maxon part no.: | | Quantity: | Return number: |
| Production order number: | | | |
| Modification by subsidiaries | Shorten shaft  Other parts mounted | | Labeling  Others: |
| Delivery status: (Conditions) | Original packaging | | 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 |
| Axial play | Axial play | Signal missing |
| No-load current | Irreg.running | Mounting |
| Output shaft | Impact | Position |
| Noise | Noise | Noise |

|  |  |  |
| --- | --- | --- |
| Electronics | Controllers |  |

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:

**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:

**Remarks**: