Remote Service Call Report

3rd July 2023

Customer: Michael, TRUMPF

Technician: Rob

Subject: SEW Hotline Technician assists customer with gearbox problem, provides instructions to fix fault code F08.

Product: F series helical gear

Product ID: 90.734770

Call Summary:

The transcript is a conversation between a customer (Michael) and a technician at the SEW Hotline regarding a problem with Michael's gearbox. The technician asks for a fault code associated with the broken machine, and Michael provides the code F08. The technician asks for Michael's serial number, which he provides, and confirms that the machine is from Trumpf. The technician mentions that the fault code F08 is related to reducing the load, increasing the deceleration time, and extending the deceleration ramps. The technician assures Michael that the instructions should fix the issue and confirms that the systems are running. The conversation ends with the technician thanking Michael for calling and offering assistance for any future problems.

Details:

- Customer name: Michael
- Problem: Issue with gearbox
- Fault code: F08
- Serial number: 90.73477
- Company: Trumpf
- Machine: F-series helical gear
- Technician's suggestion to resolve the issue:
  - Reduce the load on the machine
  - Increase the deceleration time
  - Extend the deceleration ramps
- Technician confirms that the systems are running and the issue should be resolved.

Resolution:

Summary: The customer, Michael, called the SEW Hotline due to a problem with his gearbox. He provided the fault code F08 for the issue. The SEW Hotline technician, Rob, confirmed that Michael's machine was registered in the system and identified it as the F-series helical gear.

Rob then manually searched for the fault code and advised Michael to reduce the load, increase the deceleration time, and extend the deceleration ramps on his machine. After following these steps, Michael's system started working again, and Rob concluded the call by thanking Michael and offering assistance with any future problems.