Remote Service Call Report

6ᵗʰ June 2023

Customer: Teeling, TRUMPF

Technician: Rob

Subject: "Customer reports f08 error code, technician suggests basic troubleshooting step, customer agrees and hopes for resolution."

Product: F series helical gear

Product ID: 90.734770

Call Summary:

In the transcript, the customer calls the SEW Hotline Technician to report that their machine is experiencing the error code or fault code f08. The technician suggests trying the basic troubleshooting step of unplugging the machine and then plugging it back in. The customer agrees to give it a try and hopes for a successful resolution. Both parties bid farewell, with the customer expressing gratitude and saying goodbye.

Details:

- Customer called the SEW Hotline regarding a broken machine and error code f08.
- Technician suggested unplugging and plugging the machine back in as a possible solution.
- Customer agreed to try the suggested solution.
- Technician wished the customer luck and ended the call.

Resolution:

The call between Rob and Teeling ends with Rob suggesting that Teeling try unplugging and plugging in the machine again to resolve the error code f08 issue. Teeling agrees to give it a try and hopes for a successful outcome.