

Remote Service Call Report

3rd July 2023

Customer: , Volkswagen DE

Technician:

Subject: SEW Hotline Technician provides assistance to customer regarding SCW machine fault code F27 caused by an elephant, leading to successful resolution through diagnosis and reprogramming of terminals.

Product: Helical Gearmotor

Product ID: 01.186111

Call Summary:

In the conversation, Hannes informs Gavin about a problem with his SCW machine caused by an elephant that broke into their facility. The machine is displaying fault code F27, indicating a possible overload due to the elephant standing on it. Gavin suggests a replacement for the machine or a diagnosis to identify the specific issue. Hannes agrees to go through the diagnosis, and Gavin advises reprogramming the terminals, which successfully resolves the problem. During the conversation, they also briefly discuss the color of the machine (red) and the elephant (grayish).

Details:

- The customer is Hannes from Dublin airport.
- Hannes has a problem with his SCW machine due to an elephant breaking into the facility.
- The elephant has stood on the machine, potentially causing an overload and displaying fault code F27.
- The technician, Gavin, suggests either replacing the machine or going through a diagnosis to see if the issue can be resolved.
- Hannes opts to go through the diagnosis.
- Gavin instructs Hannes to try reprogramming the terminals or plugging a computer into the machine.
- Hannes mentions that reprogramming seems to have resolved the issue.
- Gavin asks about the colors of the machine (red) and the elephant (grayish).

Resolution:

Summary: The customer, Hannes, called the SEW Hotline Technician to report a problem with his SCW machine at Dublin airport caused by an elephant that broke into the facility. The machine displayed fault code F27. The technician suggested either the replacement of the machine due to potential damage caused by the elephant or attempting a diagnosis. Hannes

chose the diagnosis, and the technician advised him to reprogram the terminals or to connect a computer to it. Hannes confirmed that reprogramming resolved the issue. The technician also asked about the color of the machine (red) and noted that the elephant was grayish.