Logo

Description automatically generated

*SUGAR EXPO Palo Alto*

**Remote Service Call Report** **6th June 2023**

**Customer:** Customer, TRUMPF

**Technician:** Gavin

**Subject:** SEW technician troubleshoots motor issue and customer discusses slide and Excel.

**Product:** F series helical gear

**Product ID:** 90.734770

**Call Summary:**

The customer contacts SEW for assistance with a broken motor. The technician asks for a fault code, and the conversation then appears to shift to the customer describing a slide they made and discussing sending something to Excel. It is unclear how this is related to the motor issue or if it is just a separate conversation.

**Details:**

Title: Customer Assistance for Broken Motor  
  
Call Details:  
- Customer calling for assistance with a broken motor  
- SEW Hotline technician Gavin answers the call  
- Gavin asks if there is a fault code  
- Conversation briefly switches to discussion about video and slides  
- Customer asks about starting the motor and describes the problem  
- Gavin asks where the information is being sent to and customer responds with Excel  
- Customer requests to copy two things.

**Resolution:**

The summary of the call is unclear as the conversation provided is fragmented and does not indicate a clear resolution to the customer's issue with the broken motor.