

service message – return shipment for gripping systems

1. order-type			
<input type="checkbox"/> repair	<input type="checkbox"/> for credit	<input type="checkbox"/> modification	<input type="checkbox"/> complaint
2. SCHUNK recipient:			
date:	name:	department:	
<input type="checkbox"/> replacement delivered with order-no:		<input type="checkbox"/> customer expects replacement	
3. customer information			
company:		customer-no.	country:
street:		order-no.:	
postal code/city:		phone/fax:	
contact person:		e-mail:	
4. information about final customer			
company:		customer-no.	country:
street:		order-no.:	
postal code/city:		phone/fax:	
contact person:		e-mail:	
5. SCHUNK-products			
type:		ID-Nr.:	
6. description of defects			
frequency of defects:	<input type="checkbox"/> sporadic	<input type="checkbox"/> periodic	<input type="checkbox"/> permanent
<i>overall</i>	<i>pneumatic products</i>	<i>electric products</i>	
<input type="checkbox"/> slackness of the guidance/jaw <input type="checkbox"/> not reaching the end position <input type="checkbox"/> operating noises <input type="checkbox"/> broken jaw <input type="checkbox"/> bucking <input type="checkbox"/> blockage	<input type="checkbox"/> leakage <input type="checkbox"/> fracture of housing <input type="checkbox"/> leak of oil/grease <input type="checkbox"/> teaching not possible (specify sensor-ID-Nr.) <input type="checkbox"/> expected process times not ? <input type="checkbox"/> insufficient gripping force <input type="checkbox"/> hitting in the end positions <input type="checkbox"/> incorrect element or drill hole <input type="checkbox"/> hindered rotation	<input type="checkbox"/> SPS reports communication errors <input type="checkbox"/> gripper does not move properly <input type="checkbox"/> indicator lights are on <input type="checkbox"/> missing communication <input type="checkbox"/> parts are bent/deformed <input type="checkbox"/> no function of the voltage supply <input type="checkbox"/> unit does not reference <input type="checkbox"/> moving to the wrong position <input type="checkbox"/> no proper signal transmission (DDF/SRU-EDF/MRD-S/ERS-EDF)	
<input type="checkbox"/> other defects:			

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