

REQUIRED INFORMATION FOR
TROUBLE-SHOOTING

General information

| | |
|------------------------|----------------------|
| date | <input type="text"/> |
| first name / last name | <input type="text"/> |
| company no. | <input type="text"/> |
| company name. | <input type="text"/> |
| street | <input type="text"/> |
| postcode / location | <input type="text"/> |
| phone | <input type="text"/> |
| mail | <input type="text"/> |

machine-related information

| | |
|-------------------|----------------------|
| machine type | <input type="text"/> |
| machine serial no | <input type="text"/> |

machine status

| | |
|----------------------------|--------------------------|
| operation possible | <input type="checkbox"/> |
| limited operation possible | <input type="checkbox"/> |
| standstill | <input type="checkbox"/> |
| remote access possible? | <input type="checkbox"/> |

fault-related information

| | |
|--|----------------------|
| fault message no. (monitor) | <input type="text"/> |
| fault number text (monitor) | <input type="text"/> |
| fault symbol (on controller) | <input type="text"/> |
| fault at mechanical system / movement? | <input type="text"/> |
| affected part no./ assembly group no.? | <input type="text"/> |
| description of the problem: | <input type="text"/> |

Additional information like **photos/videos** can be send by mail, or upload to
<https://cryptshare.zto.zahoransky.de/Start?1>

Please send this completed form to service@zahoransky.com