

FORM OF SUPPORT FOR A REPAIR

Company description

Company name

Contact

Phone

Email address

PL+SWISS

IN SERVICE SUPPORT COMPANY

The equipment is to be shipped :

PLSWISS SA

Route de l'Ancienne Papeterie
1730 Marly – Switzerland

Contact : Mr Jérémie BICHET

Phone : +41 76 408 71 79

Email : bichet@plswiss.com

Equipment description

Brand

Part number

Failure description

Dysfunction : ☐ Total ☐ Partial => Location (Input, Output, Communication, ...) :

Has the equipment been replaced by a part of your stock ?

☐ OUI

☐ NON

Do you have replaced your defective equipment with a new one ? If so, does it work correctly ?

☐ YES

☐ NO

What is the background of your equipment ?

☐ Hot

☐ Damp

☐ Outside

☐ Standard

The failure appeared (Tick) :

- ☐ At the moment of starting up
- ☐ After a long stop
- ☐ In service
- ☐ After a high voltage
- ☐ After a mechanical lock
- ☐ After a fall
- ☐ Intermittent fault
- ☐ After a replacement of a peripheral device
- ☐ Act of a third person

Elements in your possession (Tick) :

- ☐ Datasheet
- ☐ Diagram connections
- ☐ User manual
- ☐ A save of your programs

Peripheral device environment :

- Kind of connected inputs: _____
- Kind of connected outputs: _____

How equipment is commanded ?

☐ TOR

☐ 4-20 mA

☐ 0-10V

☐ Bus (RS232/485/Other)

Kind of feedback :

☐ Without

☐ Encoder

☐ Tachy

☐ Sensor (Pressure, T°, Speed, ...)

Filling out the information above will help us reduce repairing time and cost.