

To:

SUMCAB Specialcable GmbH
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E-Mail: vertrieb@sumcab.de

From:

Company: _____
Street, Nr.: _____
ZIP / City: _____
Country: _____
Contact Person: _____
Phone: _____
Mail: _____
Order number: _____

Date/
Signature: _____

Note:

Please provide us with all the information requested in this form in order to ensure a smooth and quick processing. Thank you very much!

Order-Nr.: Transaction Nr.:
(will be filled by SUMCAB)

Product:

☐ Dresspack
(Please tick) ☐ MTPReel
(Please tick)

Article description: _____
Article number: _____
Serial number: _____
Date of manufacture, if applicable: _____
Final check date, if applicable²: _____
Quantity: _____
Removed from system: _____
Hall: _____
Robot type: _____
Control type³: _____

Description of the error / Dresspack

Corrugated hose

- ☐ Torn off
☐ Chafed
☐ Worn out

Corrugated hose - Attachment parts

- ☐ Scuff protection rings defective
☐ Ball trumpet defective
☐ Strain relief defective

Dresspack guidance

- ☐ Cable package retraction system without function
☐ Metal fastening part broken
☐ Aluminum mounting frame loose
☐ Bar bracket broken/loose
☐ Storage basket A1 broken
☐ Swivel device A2 without function

Dresspack components

- ☐ Media hose/hoses defective
☐ Signal/BUS line defective
☐ Power supply line defective
(please mark with a cross)

Own comments / description:

Description of the error / MTPReel

Connection cable / housing

- ☐ Torn off
☐ Scuffed
☐ Worn through
☐ Cable does not retract completely
☐ Retraction stop without function
(please mark with a cross)

Error occurs

- ☐ Permanently
☐ Sporadic / hourly or less
☐ Sporadic / daily
☐ Sporadic / daily
(please mark with a cross)

Signal transmission

- ☐ PHG screen flickers
☐ PHG screen freezes
☐ Emergency stop triggers uncontrollably
☐ Error message occurs
(please mark with a cross)

Own comments / description:

Possible cause of error / mechanical

- ☐ Mounting element loose
☐ Interfering edge collision
☐ Contamination
☐ Corrosion
☐ Assembly error

Possible cause of error / electrical

- ☐ Poor plug connection
☐ EMC interference source in the vicinity³
☐ Voltage fluctuations
☐ Voltage loss
☐ Other

Possible cause of error / other

- ☐ Handling error
☐ Ambient temperature
Normal <25-30°C
☐ High <30-50°C
☐ Extreme <50°C
☐ Humidity too high

Mounting position of the robot²

- ☐ Standing on the floor
☐ Hanging from the ceiling
(please mark with a cross)

²Only relevant for line packages (EZ) ³Only relevant for MTPReel

Note

The defective warranty part must be returned or handed over to our service technicians within 5 working days after receipt of the replacement part. Please include a copy of this request protocol with the defective part when returning it.