



Failure Notification

Fb 113

(02/2014)

Company* _____

Contact person* _____

Telephone* _____ **E-Mail*** _____

Machine name* _____ **Drawing No.** _____
acc. to name plate

Module* _____ **Station*** _____

Completed by XENON:

Date of receipt at XENON _____ **Time** _____

XENON Service No. _____

1. Description of malfunctions* (* Required fields)

2. PLC - Failure number, failure message

Displayed on operator's display

3. Further failure messages

e.g. robot, motor controller, control module, camera screen, main computer

4. Is the malfunction correctable by switching the machine off/on? Yes No

5. At what type of parts does the malfunction occur?

6. In which context does the malfunction occur?

- Manual mode
- Automatic mode
- Machine re-start after change-over to new type of parts
- At what program step / program state? (see operator's display)

7. Measures / Actions taken so far?

8. Remote connection established?

Yes No Not available

Via analog modem / ISDN modem or via VPN connection

Remote maintenance/Telephone support ordered?

Yes No

Actual expenses are invoiced acc. to XENON's service price list Fb35.

Defective components

Name _____

Serial number _____

Specification _____

Failure description (see point 1 to 8)

In case of warranty there is no right of replacement delivery for new parts or components. Defective parts or components will be repaired or replaced free from defects by XENON. Warranty claims are only admitted after XENON's or its suppliers' examination. In urgent cases XENON will initiate replacement deliveries of new parts and components at client's charge. The general terms and conditions of XENON Automatisierungstechnik GmbH do apply.

Return delivery number request

Returns of defective components are only accepted by XENON with return delivery number.

Please attach one copy of this failure notification to return delivery.

Please send failure notification to **XENON Service Center!**

E-Mail **service@xenon-automation.com**

Fax **+49 351 40209-809**