HEIDENHAIN

HEIDENHAIN Repair Service

Do you have a defective device from HEIDENHAIN?

Please return your defective unit to the following address, and fill out this **checklist:**

DR. JOHANNES HEIDENHAIN GmbH
Abt. Service
Einsteinstraße 3
83301 Traunreut

1. Reference information	
Defective unit:	Part number (ID):
Serial number (SN):	NC software number:
HEIDENHAIN call ID No.: (If available)	

2. Reason for return shipment	
☐ **Defective** (if defective, please fill out items 3 and 4)	☐ Inspection/Update

3. Fault behavior		
☐ Sporadic/Thermal	☐ Reproducible	☐ Nonfunctional

4. Fault description		
Power electronics: Was an isolation test of the motor conducted?		
☐ OK	☐ No	☐ Faulty
Controls: Does the booting process start?		
☐ Yes	☐ No	
Remarks:		

5. Services requested		
☐ Repair	☐ Repair under warranty	☐ Complete the device
☐ Cost estimate	☐ Service inspection/repair report	☐ Data backup
☐ Exchange – send unit		

6. Company	
Contact person:	Customer no.
Phone:	E-mail: