

FAULT MESSAGE / SUPPORT REQUEST

Please send fault messages by mail to: hotline@fpt.de

or by phone: **+49 (7520) 9513 – 777**

In order to ensure a prompt processing, carry out an initial diagnosis during a troubleshooting attempt and provide **at least** the following information to FPT, including the fault message:

SR number (for processing at FPT):

Own reference:

1. System information		
Project / system number (FAxxxx):		
Affected system component(s):		
2. Contact data of contact person (customer)		
3. Fault information		
System status before / after fault:	<input type="checkbox"/> Restart after production stop	<input type="checkbox"/> In productive operation
Date and time of fault according to control clock , first occurrence:		
Type of fault:	<input type="checkbox"/> Infrequent; frequency hitherto:	<input type="checkbox"/> enduring frequency
Operational restrictions:	<input type="checkbox"/> medium (frequent interventions)	<input type="checkbox"/> high (standstill)
Interventions/actions by operator/messages prior to the fault:		
Message text in the event of a fault (specify context of message, e.g. 'In FlexOP/Selogica' and 'In KUKA-HMI':		
4. Troubleshooting, initial diagnosis:		
STOP/RESET/START remedies fault:	<input type="checkbox"/> no	<input type="checkbox"/> temporarily
Restarting the IR (OFF/WAIT/ON) remedies fault:	<input type="checkbox"/> no	<input type="checkbox"/> temporarily
Troubleshooting measures already carried out:		
5. Additional information / remarks / designations and numbers of required spare parts:		