

## FAULT MESSAGE / SUPPORT REQUEST

Please send fault messages by mail to: [hotline@fpt.de](mailto: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:

|  |  |  |
|--|--|--|
| <b>1. System information</b>   |  |  |
| Project / system number (FAxxxx):  |  |  |
| Affected system component(s):  |  |  |
| <b>2. Contact data of contact person (customer)</b>  |  |  |
|  |  |  |
| <b>3. Fault information</b>  |  |  |
| System status before / after fault:  | <input type="checkbox"/> Restart after production stop   | <input type="checkbox"/> In productive operation |
| Date and time of fault <b>according to control clock</b> , 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': |  |  |
|  |  |  |
| <b>4. Troubleshooting, initial diagnosis:</b>  |  |  |
| 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:  |  |  |
|  |  |  |
| <b>5. Additional information / remarks / designations and numbers of required spare parts:</b>                 |  |  |
|  |  |  |