

Service-Notification: mechatronic Products

**mandatory entry*

1. Order type*		SCHUNK contact person				
<input type="checkbox"/> repair	<input type="checkbox"/> complaint	contact person SCHUNK:				
2. Customer information						
company*:		customer no.:				
street*:		order no.:				
ZIP / city*:		phone* / fax:				
technical contact person*:		e-mail*:				
3. SCHUNK-products						
type*:	qty.*:	material no.*:	serial no.:	firmware:		
4. General information						
Interface type for operating the unit?						
<input type="checkbox"/> RS 232	<input type="checkbox"/> CAN-Bus / CANopen	<input type="checkbox"/> Profibus	<input type="checkbox"/> USB	<input type="checkbox"/> IO-Link	<input type="checkbox"/> Profinet	<input type="checkbox"/> EtherCat / EthernetIP
Which protocol is used?						
<input type="checkbox"/> SMP	<input type="checkbox"/> SDP (SMP-2.0 / EPS)	<input type="checkbox"/> SFP	<input type="checkbox"/> Amtec			
Which parametrization and commissioning software & version are used?						
<input type="checkbox"/> PowerCube Demo	<input type="checkbox"/> MTS / MC Demo	<input type="checkbox"/> MTSN	Version:			
Was an error code read out via the SCHUNK software? If yes, error code:						
Is the error reproducible?* <input type="checkbox"/> yes <input type="checkbox"/> no		If so, how?				
5. Error description* (more detailed description of the error under point 5.5)						
Send pictures, videos, EEPROM data to SCHUNK Service: service.greifsysteme@de.schunk.com			done: <input type="checkbox"/>			
5.1 Is there a communication problem with the unit? <input type="checkbox"/> yes <input type="checkbox"/> no						
Interrupts communication sporadically? <input type="checkbox"/> yes		Is no communication to the module possible at all? <input type="checkbox"/> yes <input type="checkbox"/> no				
5.2 Is there a problem with the supply voltage? <input type="checkbox"/> yes <input type="checkbox"/> no						
Is the movement stopping? <input type="checkbox"/> yes <input type="checkbox"/> no		Do the LEDs light up? <input type="checkbox"/> yes <input type="checkbox"/> no				
5.3 Is there a problem with referencing? <input type="checkbox"/> yes <input type="checkbox"/> no						
Does the module only move in one direction and cannot find the zero point? <input type="checkbox"/> yes <input type="checkbox"/> no						
5.4 Is it a mechanical problem? <input type="checkbox"/> yes <input type="checkbox"/> no						
Mechanical play present? <input type="checkbox"/> yes <input type="checkbox"/> no		Any signs of sluggishness? <input type="checkbox"/> yes <input type="checkbox"/> no				

5.5 None of the above errors apply? yes no

Please describe the error in detail:

6. Module task

gripping swiveling positioning constant speed

driving insertion operation measuring moving to a stop

connection to robot Robot-Type:

moving mass: completed cycles:

Please describe the task of the SCHUNK-unit:

7. Technical details

cross section & length of the logic supply line: length in meters: cross section in mm²:

cross section & length of the power supply cable: length in meters: cross section in mm²:

GND of logic and performance is bridged? yes 24V of logic and performance supply is bridged? yes

measured voltage at the module during the process: logic voltage: power voltage:

Are separate power supplies used for logic and power voltage? yes no

logic power supply: U_{max}: I_{max}: power supply unit: U_{max}: I_{max}:

Are all the bus users correctly terminated? yes Is the SCHUNK-unit grounded? yes no

length of the bus cable (m): bus cable type:

Is the shield of the bus cable connected to ground? yes no

At approximately which ambient temperature in °C is the unit operated?

Does the unit reference to an external proximity switch? yes no

Is the SCHUNK-unit exposed to dirt? no yes, what type of dirt?

metal chips cooling lubricant oil other

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service.greifsysteme@de.schunk.com

You will immediately receive a goods receipt slip with service-notification number and return address.