

ORDER NUMBER NIMAK:	
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General information customer

Name:	
Street	
Country, post code, city:	
Contact person:	
Phone:	
Mail:	

Service location (if different to above mentioned address)

Name:	
Street	
Country, post code, city:	
Contact person:	
Phone:	
Mail:	

Customer's handling request	YES	NO
Repair on site		
Return for repair to NIMAK		
Cost estimation required		
Phone support		
Desired delivery date:		

General information / Customer's order / Cost authorization
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All deliveries and services in accordance to the general terms and conditions – available for download here:

[NIMAK AGB](#)

Returns generally have to be sent in proper packing and free of charge (DDP, INCOTERMS 2020) to NIMAK..

This service order form has to be completed and attached to each return consignment.

Herewith we authorize company NIMAK GmbH, to accomplish the service at above mentioned place. We completely agree to the enclosed NIMAK service conditions and cost rates (as per September 2022)

Date

Signature

Company stamp

Checklist Welding guns

Project number / description:	
Order - Number:	
Product name:	
article number:	
machine number:	
Displayed error message:	
Software-status PLC:	
Software-status Genesis: (readable from the Genesis software)	

General questions

	Question	YES	NO	Comment/method/note NIMAK	Remark/ feedback customer
1	Flow o.k.?			Water flow xxl/min per component, pressure difference, are all lines intact/are there any leaks	
2	pressure differences?			water, air	
3	Drive unit			Robot errors, sluggishness, friction information, resolver errors -> If possible scope measurement	
4	Leaks?			water, air	
5	welding error			Transformer error (temperature, current/voltage) -> Welding program/parameters	
6	collision/crash			Robot, system	
7	Are the fuses ok?				
8	Communication			Robot, system PLC, Fieldbus	
9	Error in which operating mode?			the error occurs continuously under certain conditions/operating modes	
10	Is the error reproducible?				

Spezific questions

1	Software version robot			
2	Motorfile control			
3	transformer		Current fault, temperature fault, insulation fault, is there continuity between the secondaries?	
4	Drive unit		Media supply, binding	
5	Communication		Higher-level PLC - system PLC, system - component	
6	electrode wear			

Detailed error description

Please send us screenshots of the error, statistics and status reports