



Service order consisting of 2 pages. Please sign on page two and mail or fax the order back to us.

Service Order

passed by our company (as detailed below) to Stegherr Maschinenbau GmbH & Co. KG for the repair/service of our equipment. Detailed problem description below.

Company	_____	USt-ID / VAT	_____
Contact Person	_____	Machine type	_____
Street	_____	Machine Serial no	_____
ZIP-Code	_____	Place	_____
Phone	_____	Fax	_____
discussed with	_____	Email	_____
		Date	_____

Please note our order for the service checked below:

- Telephone support** Telephone support costs:
technical engineer: 90,-€/h; software engineer: 120,-€/h
Payment: per 15 minutes intervals, in advance
We charge the telephone call(s) duration and previous/subsequent working time spent for research.
- On-site service** Payment: as per our current field service charges, in advance

Detailed description of problem:

Please answer the following questions to help us shorten the troubleshooting time and avoid time consuming callbacks.

Check list for problems related to machine control and electronics:

- Has one of the axes run over the limit switch?** Yes No
- N-axis overload triggered?** Yes No
- Any mechanical problems with the machine?** Yes No
If so, please detail on page 1
- Any pneumatic problems?** Yes No
Compressed air supply 6 bar, moisture separator and maintenance unit functioning correctly?
- Is the problem occurring only when a second machine is switched on?** Yes No
- Is the power supply ok?** Yes No
400V all phases L1-L2 / L1-L3 / L2-L3
230V to N
L1-N
- How much control voltage did you measure?** _____
(nominal voltage is 24V)
- Can you start the control voltage?** Yes No
(Please check the push button, protection cover lock, emergency stop / rope pull switch, protection enclosure gates)
- Are motor protection switches and safety fuses ok?** Yes No
- Did you check the sensors and inputs?** Yes No
Home position and work position E1 to E66.
- Are there any error messages on the screen?** Yes No
If so, please add a photo.
- Did you get any error messages on the servo controller or the frequency converter?** Yes No
If so, please add photo

Desired service date: _____

place

date

stamp and signature in block letters

Subject to our general terms of business and on-site service charges in their latest version, which can be forwarded upon request before contract conclusion.

This service order consists of 2 pages. Please sign on page 2 and return both pages to us by mail or fax.

Stegherr Maschinenbau GmbH & Co. KG, Kommanditgesellschaft, Sitz Regenstein, Registergericht Regensburg, HRA 4172,
Persönlich haftende Gesellschafterin: Regenstein Holzbearbeitungsmaschinen GmbH, Registergericht Regensburg HRB 1599,
Geschäftsführer: Dipl.-Kfm. Eduard Wellein, Konstanz Stegherr-Wellein

address
Fabrikstraße 2-4
D-93128 Regenstein

phone
+49-(0)9402/501-0

fax
+49-(0)9402/501-49

email
info@stegherr.net

web
www.stegherr.net

our VAT no
DE 133693423