

Customer / Adress / Customer no.	Contact person:	
	Phone:	
	E-Mail:	
	Date:	
	Case no.:	

MALFUNCTION REPORT FORM

Delivery adress:
 PREBAS GmbH
 Am Zwerggewann 1
 63150 Heusenstamm
 Germany
 T: +49 6104 93739-0



By sending in the malfunction form, a service case is opened and you automatically accept our general valid service conditions as well as the assumption or payment of the service costs incurred for on-site and in-house PREBAS operations. Invoicing, including a breakdown, will be based on time and effort after the case has been closed.

What is the serial number of the system? (see system door label: CXXXXXX or PXXXXXX)
How does the error manifest itself and what is the detailed error code?
At what time / system status and how often does the fault occur? (e.g. switched on / tracked / referenced / during painting, after the weekend, hourly, on weekday X, ...)
How can the fault be reproduced? (e.g. wobbling at cable X-Y-Z, at the same axis position X, with atomizer X-Y, at atomizer position 1/2, with paint supply 1/2/3, with program X-Y, with parameter values X-Y, ...)
Please describe the fault in detail. For an even more precise assessment of the problem, please attach pictures / videos (axle diagram, fault history, ...)
What was done / changed by the customer before or after the fault was detected? (e.g. PC faults after switch replacement, leak test, component X-Y replaced, ...)
Is remote maintenance available and what are the access details? At what time is it available?