

## Service Request/Failure Message Report

Please send to:

PIA Amberg: [service-amb@piagroup.com](mailto:service-amb@piagroup.com)

Fax: +49 (0) 9621 608 290

PIA Bad Neustadt: [service-nes@piagroup.com](mailto:service-nes@piagroup.com)

Fax: +49 (0) 9771 92 8980

We kindly ask you to fill out and send us the following form to ensure fast and effective support. Please note that input fields marked with a \* are mandatory. Our service department will get in touch with you shortly. Please send pictures or additional documents to the email addresses above.

We reserve the right to charge costs that may occur due to the service request if they are not covered by warranty. Invoicing will be based on actual expenditure according to the latest version of our assembly conditions. The invoice will be sent to the address given in the service report unless there is a separate order.

Your Data:	
Company*:	Location*:
Salutation*:	
First name/Last name*:	Phone/Mobile phone*:
Department/Function*:	Email*:
<u>Alternative Contact Information:</u>	
Salutation*:	
Department/Function*:	Phone/Mobile phone*:
Department/Function*:	Email*:
Machine data:	
Machine designation*:	Machine No.*:
Module/Cell:	Year of construction:
Station*:	Product or production type:
Service contract: Yes <input type="checkbox"/> No <input type="checkbox"/>	Service contract No.:

Problem or task description:	
<b>1. Description of the disruption*</b>	
<b>2. History of the disruption</b> e.g. change of parameters, change of type, change of shifts, new material batch, special incident, emergency stop activated, etc.	
<b>3. Current notifications</b> Messages on the display of the system's control, master computer or other devices	
<b>4. Effects of the disruption, status of the machine</b> e.g. mechanical or electrical damages, possible software problems, current operating mode (automatic/manual...)	
<b>5. Actions already carried out by the operator</b> e.g. change of components, turning the machine off/on, etc.	
<b>6. Frequency and duration</b> How often does the disruption occur, how long ist he machine down?	
<b>7. Suggested solution</b> e.g. parameter adjustment, change of software, etc.	
Requested date (and order No. if available):	
<input type="checkbox"/> I accept the electronic storage of my data according to PIA data privacy statement/data privacy manual ( <a href="http://www.piagroup.com/en/data-privacy-statement/">www.piagroup.com/en/data-privacy-statement/</a> )	
Date:	Signature (if applicable):

\*mandatory