



Problem Reporting for Customers



Please save this form to your computer 1st, then complete the details before emailing it to: support@e-tech.co.uk

Follow up with a telephone call if necessary to:		+44 24 7671 7023	
Customer:		Location:	
Machine:		Serial Number:	
Report Date:		Reported by:	
Description of problem: (please give as much detail as possible)			
Date and time of first occurrence of problem:			
Frequency of occurrence: (e.g. every cycle, every dress cycle, approximately twice per shift etc)			
Fault messages / codes shown on control panel screen.			
Status lamps / LED on PLC / Servo Drives / Inverters			
Description / Part Numbers of any failed parts:			
Any actions taken so far to fix problem:		Any other information which may help us to fix the problem:	
Any other notes or actions required:			
Current status of machine (Please mark one)		Contact Details for Customer	Mark Preference
Working normally		Contact Person:	
Working but with problems		Telephone:	
Not working at all		Mobile Phone:	
Please continue on a separate sheet if necessary		Email:	
		Fax:	

Thank you for helping us to serve you better

