

**To:**

SUMCAB Specialcable GmbH  
 Allmendstraße 10  
 D-74629 Pfedelbach  
 Germany

Tel. +49(0)7941 / 64670-0  
 E-Mail: vertrieb@sumcab.de

**Note:**

Please provide us with all the information requested in this form in order to ensure a smooth and quick processing. Thank you very much!

**From:**

Company: \_\_\_\_\_  
 Street, Nr.: \_\_\_\_\_  
 ZIP / City: \_\_\_\_\_  
 Country: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Mail: \_\_\_\_\_  
 Order number: \_\_\_\_\_

Date/  
 Signature: \_\_\_\_\_

Order-Nr.:  Transaction Nr.:   
(will be filled by SUMCAB)

**Produkt:**

Leitungspaket (bitte ankreuzen)  MTPReel (bitte ankreuzen)

Artikelbezeichnung: \_\_\_\_\_  
 Artikelnummer: \_\_\_\_\_  
 Seriennummer: \_\_\_\_\_  
 evtl. Herstellungsdatum: \_\_\_\_\_  
 evtl. Final Check Datum<sup>2</sup>: \_\_\_\_\_  
 Anzahl: \_\_\_\_\_  
 Ausgebaut aus Anlage: \_\_\_\_\_  
 Halle: \_\_\_\_\_  
 Robotertyp: \_\_\_\_\_  
 Steuerungstyp<sup>3</sup>: \_\_\_\_\_

**Description of the error / Dresspack**

**Corrugated hose**

- Torn off
- Chafed
- Worn out

**Corrugated hose - Attachment parts**

- Scuff protection rings defective
- Ball trumpet defective
- Strain relief defective

Own comments / description:

**Dresspack guidance**

- Cable package retraction system without function
- Metal fastening part broken
- Aluminum mounting frame loose
- Bar bracket broken/loose
- Storage basket A1 broken
- Swivel device A2 without function

**Dresspack components**

- Media hose/hoses defective
  - Signal/BUS line defective
  - Power supply line defective
- (please mark with a cross)

**Description of the error / MTPReel**

**Connection cable / housing**

- Torn off
- Scuffed
- Worn through
- Cable does not retract completely
- Retraction stop without function

(please mark with a cross)

Own comments / description:

**Error occurs**

- Permanently
- Sporadic / hourly or less
- Sporadic / daily
- Sporadic / daily

(please mark with a cross)

**Signal transmission**

- PHG screen flickers
- PHG screen freezes
- Emergency stop triggers uncontrollably
- Error message occurs

(please mark with a cross)

**Possible cause of error / mechanical**

- Mounting element loose
- Interfering edge collision
- Contamination
- Corrosion
- Assembly error

**Possible cause of error / electrical**

- Poor plug connection
- EMC interference source in the vicinity<sup>3</sup>
- Voltage fluctuations
- Voltage loss
- Other

**Possible cause of error / other**

- Handling error
- Ambient temperature
- Normal <25-30°C
- High <30-50°C
- Extreme <50°C
- Humidity too high

**Mounting position of the robot<sup>2</sup>**

- Standing on the floor
  - Hanging from the ceiling
- (please mark with a cross)

<sup>2</sup>Only relevant for line packages (EZ)    <sup>3</sup>Only relevant for MTPReel

**Note**

The defective warranty part must be returned or handed over to our service technicians within 5 working days after receipt of the replacement part. Please include a copy of this request protocol with the defective part when returning it.