

For achieve RMA (Return Material Authorization) and to return goods to the HSD Service, please, complete the following form and attach it to the material or product that you will send us; *note, an incomplete form could result in a delay on our service assistance.*

RMA Number : \_\_\_\_\_

**Customer data**

**Product data**

Customer Name

edited by

Date

for return  
after service

Street

ZIP Code/City

Country

Phone

E-Mail

OEM Customer

Technican

Product removal date

Collision

Yes  No

Transport damage

Yes  No

Return from

Technical Assistance  Production

Priority

Machine Down  Standard  Agreed

Return type

Warranty  Payment

Repair Type

re-Test / Check  Refurbishing  Repair

Family Product (ES... / HS...)

Serial Number HSD

Model Machine

Machine Serial Number

Machine operating Hours

HSD Product operating Hours

Main Operating rpm

Number of shift

1 /Shift  2/Shift  3/Shift

Tools balanced

Yes  No Value \_\_\_\_\_

Operating mainly with internal coolant lubricant?

Yes  No

Customer's range of parts

Steel  Cast Iron  Aluminium

Plastic  Wood  Composit

Others: \_\_\_\_\_

Initial product start-up

OEM  at final Customer

Others: \_\_\_\_\_

Serial number of replaced product

Nr.: \_\_\_\_\_

Date: \_\_\_\_\_

Detailed error description / provided components / Claim:

Specify

Who \_\_\_\_\_

What \_\_\_\_\_

Where \_\_\_\_\_

When \_\_\_\_\_

Why \_\_\_\_\_

Additional information (technical interventions already carried out, attachments):

**Check and tag the applicable error descriptions:**

**Electric and connections**

- motor breakdown
- power connection / cable carrier damage

**Tool clamping system**

- problems with clamping/unclamping
- geometry of tool holder
- hydraulic oil / pneumatic leakage
- cone cleaning air defective
- clamping defective / function restricted

**Bearing and sealing**

- sealing air / purge air defective
- bearing overheating °C: \_\_\_\_\_
- Oil-air lubrication / grease defective

**Cooling product**

- coolant leakage
- motor overheating

**Sensors and monitoring system**

- speed and position encoder signal failure
- power connection / cable carrier damage
- proximity switch / analogic sensor defect
- piston monitoring of release unit defective
- temperature monitoring of motor defective
- bearing temperature monitoring defective
- vibration sensor failure

**Body / Housing**

- mechanical damage
- surface quality issues

**Cooling lubricant supply**

- internal cooling lubricant supply failure
- outer cooling lubricant supply failure
- cooling lubricant leakage
- permanent leakage rotary union

**Geometry**

- runout failure plane (value) \_\_\_\_\_
- runout failure taper (value) \_\_\_\_\_
- axial play (value) \_\_\_\_\_
- offset Where \_\_\_\_\_ Value \_\_\_\_\_
- offset Where \_\_\_\_\_ Value \_\_\_\_\_
- offset Where \_\_\_\_\_ Value \_\_\_\_\_
- positioning error value \_\_\_\_\_
- positioning error value \_\_\_\_\_

**Operating performance**

- vibration front mm/sec RMS \_\_\_\_\_
- vibration back mm/sec RMS \_\_\_\_\_
- running noise
- speed fluctuations
- shaft / axis blocked

to fill in case of return under warranty consequence of anomaly