Return to HAAS

RMA Number :_____

Customer data		*Product data*	

Customer 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

Product data

Family Product (ES… / HS…)	
Serial Number	
Model Machine	
Machine Serial Number	
Machine operating Hours	
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: _____

to fill in case of return under warranty consequence of anomaly

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_____ ☐
- 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