Probe Service checklist

Technician		**Cell#**	
Serial Number		**Date**	
Model			

Probe Type	
Mill Probe	☐
Lathe Probe	☐

Why is the probe being Serviced?		
1a. What alarms or error messages are generated?		
1b. Does the alarm reset?	YES ☐	NO ☐
1c. When do the alarms or error messages occur?	YES ☐	NO ☐
2. Are any of the probe components physically damaged?	YES ☐	NO ☐
3. Has the probe been crashed?	YES ☐	NO ☐

4. Describe the symptom:

Mandatory Troubleshooting			
Answer the following questions for Mill machines.			
5. Did you replace the batteries with new ones?	YES ☐	NO ☐	
6. Are the following options enabled, Macros, Rotating – scale, M19?	YES ☐	NO ☐	
7. Have you cleared macro variables, reloaded Renishaw programs, and recalibrated the Probe?	YES ☐	NO ☐	
8. Have you checked the RGB (light sequence) start up sequence and compared it to factory settings?	YES ☐	NO ☐	
9. Have you verified that machine is using OMI-2H receiver? Have you verified that there are three red lights in the receiver at idle mode?	YES ☐	NO ☐	
10. Have you turned on each probe and made sure the machine beeps when the stylus is pressed and made sure the reset button turns the probes off?	YES ☐	NO ☐	
11. If the customer has an older machine that might have OMI/OMI-2, is spindle probe and tool setter set in legacy mode?	YES ☐	NO ☐	
12. Is the machine software up to date? If you answer no, upgrade to the latest software.	YES ☐	NO ☐	Version #
13. If the customer is using VPS when it crashed what template were they using?	YES ☐	NO ☐	
14. Have you described the behavior of the probe that caused the service call in the notes/observations section?	YES ☐	NO ☐	
15. If the tool crashed what type of tool was it? What is its length when the crash happened?	YES ☐	NO ☐	template #
16. Is the machine software up to date? If you answer no, upgrade to the latest software.	YES ☐	NO ☐	type legnth
Answer the following questions for Lathe machines.			
5. Do the probe arm up / down switches work?	YES ☐	NO ☐	
6. Is the macro option enable?	YES ☐	NO ☐	
7. Have you reloaded the macro programs, and recalibrated the probe?	YES ☐	NO ☐	
8. When manually touching off tool, is feed rate set at .0001 or .001?	YES ☐	NO ☐	
9. Is the tool probe beeping when not in contact with anything? If yes, have you check is the probe hardware is securely mounted?	YES ☐	NO ☐	Version #
10. Is the customer using VPS or manually taking tool offset?	YES ☐	NO ☐	
11. When using the Automatic or Break Detection cycles in VPS, does the tool have offsets?	YES ☐	NO ☐	
12. Are you able to update the tool offset manually into the offset menu?	YES ☐	NO ☐	
13. Is the machine software up to date? If you answer no, upgrade to the latest software.	YES ☐	NO ☐	
14. Is the customer using soft jog axis keys or jog wheel?	YES ☐	NO ☐	
15. Is the OMI cable pointed up or down? If it is pointed up has there been any coolant contamination on the cable or unit?	YES ☐	NO ☐	

Notes/ Observations:

Attach this report, an error report, and any relevent documentation to a service notification in the Haas Service App.