

Order Service-Support

service@andersoneurope.com
 D 32758 Detmold
 Germany Fax.: +49 5231 9663 11



Completed by costumer:

Costumer:

Ordered by:

Date / Time:

City:

Direct dialing:

Machine-Typ:

Country:

E-Mail-Adress:

Maschinen.-Nr.:

Discription of malfunction:

"Windows" is running	Yes	No	Grafical user interface is starting	Yes	No
The power can be switched on	Yes	No	Error is permanently	Yes	No
Axis are in reference	Yes	No	Error occurs temporary	Yes	No
Manual "JOG-Mode" is possible	Yes	No			
Internet connection is active	Yes	No	Remote license valid	Yes	No
Peripheral-equipment is working	Yes	No	Maintenance contract valid	Yes	No
			I hereby order the binding contact for assistance in troubleshooting	Yes	No
			Contact via: Phone	Yes	No
			E-Mail	Yes	No
			Remote Control	Yes	No



Signature Costumer

Completed by Anderson Europe:			
Ticket-ID_Service:	Bearbeiter(in) / Einkauf	Eingegangen am / um:	Bearbeitender Techniker
.....			
Bemerkungen / Notizen:			