

## Service Form

1. Fill the form immediately after field service.
2. Send a digital copy to [service@indes.eu](mailto:service@indes.eu).
3. You will receive an SA (Service Administration) number after this first notification.
4. To claim warranty, articles must be returned to Indes. Use the adress on this form.
5. Refer to the article overview of your product for article and spare part definitions.
6. Always return complete articles.
7. Fill in the SA number you received on this form and add it to the return shipment.

<b>SA number</b>

**To apply for warranty all fields marked ● must be filled.**

### Case identification

- Date of notification \_\_\_\_\_
- Company name \_\_\_\_\_
- Contact person \_\_\_\_\_

### Component description

- Article number/ name \_\_\_\_\_ *See article overview*
- Article serial number \_\_\_\_\_ *For serial number labeled parts only*
- System Service ID (SID)\* \_\_\_\_\_ *See SID # on the Controller Box*
- PowerTalk connect date \_\_\_\_\_ *Date PowerTalk was used to troubleshoot*
- Purchase reference \_\_\_\_\_ *Invoice or order number*
- Amount \_\_\_\_\_ *Number of components returned*
  
- Reason of return \_\_\_\_\_
  
- Situation code \_\_\_\_\_ *See code list or select from dropdown list*
- Service code \_\_\_\_\_ *See code list or select from dropdown list*
- PowerTalk log entry \_\_\_\_\_ *List matching entry from system log*
- Applying for warranty \_\_\_\_\_ *Yes/ No*
- Instant return \_\_\_\_\_ *Yes/ No\*\**

\* For systems without SID number, please fill in the serial number of the Main controller box.

\*\* Fill 'Yes' when parts are planned to be returned immediately and 'No' when parts are collected to be sent back in batch at a later moment.

### Rating (To be filled in by Indes)

- Issue description \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- Actions \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- PowerTalk log entry \_\_\_\_\_
- Corrected situation code \_\_\_\_\_
- Corrected service code \_\_\_\_\_
- Warranty grant \_\_\_\_\_ *Yes/ No*
- Reason \_\_\_\_\_
- \_\_\_\_\_
- Date of arrival \_\_\_\_\_
- Date accomplished \_\_\_\_\_ Employee name \_\_\_\_\_

## Service code list

---

### Situation code

- 1 Wrong delivery
- 2 Fault found during installation
- 3 Fault found during use in field

---

### Fault code

<b>A General</b>	<ul style="list-style-type: none"> <li>A1 Part not delivered</li> <li>A2 Part loosened</li> <li>A3 Part damaged</li> </ul>
<b>B Electronics</b>	<ul style="list-style-type: none"> <li>B1 Electronics component does not work at all</li> <li>B2 Electronics component causes service errors</li> <li>B3 Electronics component failed after software update</li> </ul>
<b>C Motor (electronics)</b>	<ul style="list-style-type: none"> <li>C1 Motor does not work at all</li> <li>C2 Motor causes system errors</li> <li>C3 Motor has deviation in performance (noise, play, etc.)</li> </ul>
<b>D Pushbar (force) sensor</b>	<ul style="list-style-type: none"> <li>D1 Pushbar (force) sensor does not work at all</li> <li>D2 Pushbar (force) sensor causes system errors</li> <li>D3 Pushbar (force) sensor causes deviation in system performance</li> </ul>
<b>E Switches</b>	<ul style="list-style-type: none"> <li>E1 Switch does not work at all</li> <li>E2 Switch causes system errors (calibration fails, end switch missed etc.)</li> <li>E3 Switch has deviation in performance (noise, play, unexpected behavior etc.)</li> </ul>
<b>F Cabling and connectors</b>	<ul style="list-style-type: none"> <li>F1 Cable damage (visible)</li> <li>F2 Cable damage (internal)</li> <li>F3 Connector fault</li> <li>F4 Connector loosened</li> </ul>
<b>G Battery and charger</b>	<ul style="list-style-type: none"> <li>G1 Battery loses power too fast</li> <li>G2 Battery causes system errors (undervoltage, continuous charging etc.)</li> <li>G3 Battery does not charge (but charger functions correctly)</li> <li>G4 Charger does not work</li> </ul>
<b>H Other</b>	<ul style="list-style-type: none"> <li>H1 Unclassified fault</li> </ul>

---