

Service Form

1. Fill the form immediately after field service.
2. Send a digital copy to 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 address 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.

SA number

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

A General	A1 Part not delivered A2 Part loosened A3 Part damaged
B Electronics	B1 Electronics component does not work at all B2 Electronics component causes service errors B3 Electronics component failed after software update
C Motor (electronics)	C1 Motor does not work at all C2 Motor causes system errors C3 Motor has deviation in performance (noise, play, etc.)
D Pushbar (force) sensor	D1 Pushbar (force) sensor does not work at all D2 Pushbar (force) sensor causes system errors D3 Pushbar (force) sensor causes deviation in system performance
E Switches	E1 Switch does not work at all E2 Switch causes system errors (callibration fails, end switch missed etc.) E3 Switch has deviation in performance (noise, play, unexpected behavior etc.)
F Cabling and connectors	F1 Cable damage (visible) F2 Cable damage (internal) F3 Connector fault F4 Connector loosened
G Battery and charger	G1 Battery loses power too fast G2 Battery causes system errors (undervoltage, continuous charging etc.) G3 Battery does not charge (but charger functions correctly) G4 Charger does not work
H Other	H1 Unclassified fault
