



Big Woods Electric Motor Co.

"Where integrity is a common day practice"

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Shipping Form

Completion of this form is optional. However, by providing the information requested below you will assist us in the diagnosis and repair of your servo device. As a result, we will be able to provide you with efficient repair service resulting in faster turnaround time for you or your customer.

Contact Information		PO# :		RMA# :	
Company Name:		Phone# :		Ext:	
Contact Name:		Email:			
Address:		City/State/ZIP	/	/	/
Preferred Shipping Company		Shipper Account #			

Servo Device Information	
Type of Device:	
Mfg.	
Model#	

Evaluation Questions

1. Please check one of the following:

<input type="checkbox"/> I have included detailed specifications for this device	<input type="checkbox"/> I don't have specifications for this device, but can locate them and will forward a copy	<input type="checkbox"/> I don't have and don't know where to find specifications for this device
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*** Please provide copies of any related device specifications such as: pin outs, performance data, etc.

2. When the servo failed, I noticed the device: (check all that apply)

<input type="checkbox"/> Ran rough	<input type="checkbox"/> Made a whining noise	<input type="checkbox"/> Got very hot	<input type="checkbox"/> Was noisy
<input type="checkbox"/> Smoked	<input type="checkbox"/> Creeps	<input type="checkbox"/> Would not home	<input type="checkbox"/> Ran away
<input type="checkbox"/> Failed to position correctly	<input type="checkbox"/> Spun a little, then stopped running	<input type="checkbox"/> Pulled an excessive amount of current	<input type="checkbox"/> Seemed to have low torque
<input type="checkbox"/> Failed at high speeds	<input type="checkbox"/> Failed at low speed	<input type="checkbox"/> Would not run at all	<input type="checkbox"/> Vibrates

3. I confirmed this device was bad by: (check all that apply)

<input type="checkbox"/> Installed a known good device in it's place (problem resolved)	<input type="checkbox"/> Installed this device in a known good drive/machine (problem followed device)	<input type="checkbox"/> I was unable to confirm the device was bad by swapping parts
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4. I have inspected: (check all that apply)

<input type="checkbox"/> All related wiring harnesses and connectors for shorts/opens	<input type="checkbox"/> The drive for proper operation/output	<input type="checkbox"/> The controller for proper operation	<input type="checkbox"/> The related axis for smooth movement (no binding) over its entire range of movement
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5. If the failure was intermittent, please answer the following questions.

a. How often does the failure occur? _____

b. In the list below, check all of the symptoms that are associated with the intermittent failure:

<input type="checkbox"/> Excessive heat	<input type="checkbox"/> Excessive current	<input type="checkbox"/> Won't position correctly	<input type="checkbox"/> Low torque	<input type="checkbox"/> A runaway
<input type="checkbox"/> Occurs when device is first turned on	<input type="checkbox"/> Occurs when device has run for a while	<input type="checkbox"/> Occurs during heavy loads on the device	<input type="checkbox"/> Not sure/ it just fails intermittently	

Comments / Describe Failure:
