



HEIDENHAIN Service Exchange

You have received a Service Exchange unit from HEIDENHAIN that is as good as new.

Please return your defective unit within two weeks, and fill out this **checklist**:

Please stick the enclosed return label onto your delivery note so that we can match your return shipment to the defective unit.

Special cases

- Warranty/guarantee
Solution: An invoice will be issued only after inspection of the device and confirmation of the warranty/guarantee.
- Device with the same serial number is returned in its original unopened packaging
Solution: Only freight cost will be invoiced.
- Device with the same serial number is returned, the packaging is opened, the device is not defective
Solution: Only freight cost and a 10 % restocking fee will be invoiced. Will be issued only after inspection of the device.
- Device with the same serial number is returned, the packaging is opened, the device is defective
Solution: The customer pays the "Green Deal" fee (50 %) after inspection of the device.

1. Reference information	
Defective unit:	Part number (ID):
Serial number (SN):	NC software number:
HEIDENHAIN call ID No.: (If available)	Service Exchange job number:

2. Reason for return shipment	
Loan unit not used	Inspection/Update
Defective (if defective, please fill out items 3 and 4)	

3. Fault behavior		
Sporadic/Thermal	Reproducible	Nonfunctional

4. Fault description		
Power electronics: Was an isolation test of the motor conducted?		
OK	No	Failed
Controls: Does the booting process start?		
Yes	No	
Remarks:		

5. Data backup		
Please back up your data, since all data is lost during repairs.		
If desired, the HEIDENHAIN Service Department can also perform the data backup (for a fee and without guarantee).	Yes	No
Where should the backed-up data be sent?	E-mail:	

Your technical contact person:

Please contact the free HEIDENHAIN helpline if you have any questions: ☎ +46 8 531 933 50