



HEIDENHAIN Repair Service

You have a defective device from HEIDENHAIN?

Please return your defective unit to us for professional repair together with this form. By providing all the requested information you can assist us in processing your matter faster.

After the repair we provide you with a 12 month guarantee of function, not just on the repaired part, but on the entire unit.

Company: _____
Customer number: _____
Street/No.: _____
Postal code, City: _____
Contact for tech. matters: _____
Phone: _____
E-mail: _____

1. Reference information on the defective device:

Model designation: _____
Part number (ID): _____
Serial number (SN): _____
NC software: _____
Machine tool builder / model: _____
HEIDENHAIN call ID no.: _____

2. Error information (multiple selection possible!)

Fault description: (e.g. error message, screen/machine defective, faulty connectors)

Type of error: (e.g. sporadic, reproducible, thermal)

Additionally replaced components: (Please indicate the serial numbers!)

3. Requested service(s) (multiple selection possible!)

Repair
 Repair under warranty
 Cost estimate: Max. repair costs before start of repair (without prior inspection)
 Cost estimate: Actual repair costs before start of repair (with prior inspection)
Please note: If repair is not approved, we will charge the inspection costs.
 Inspection—no repair
 Service inspection/repair report after completion of inspection/repair
 Send exchange unit (HEIDENHAIN Service Exchange)
 Perform data backup
 Complete the device