

Triamec Merchandise Return Form

Please ship one instance of this form per defective device, together with the defective devices to



Triamec Motion AG

Lindenstrasse 16

CH-6340 Baar

Switzerland

Phone: +41 41 747 40 40

Mr. Siegfried Blättler

support@triamec.com

Your address

ZAZ# 6064-6

Customs tariff # for drives: 8504.4088 country of origin CH

VAT# CHE-114.924.595MWST

Customs tariff # for power supplies: 8504.8082 country of origin CH

Your Technical contact Name

Phone

Email address

Your Logistics contact Name

Phone

Email address

Triamec Device Type (e.g. TSD80-10-TL-EHNO)

Triamec S/N

Description of failure (e.g. Fault Code 6273 Motor Temperature Limit 300.0>70.0)

How/when did the failure happen? (start of machine, after x hours, executing a certain move)

Steps to reproduce (e.g. run the motor at 10A for 40s, enable the axis, cannot be reproduced)

Link to supporting images, videos or documents (files may also be sent to support@triamec.com)

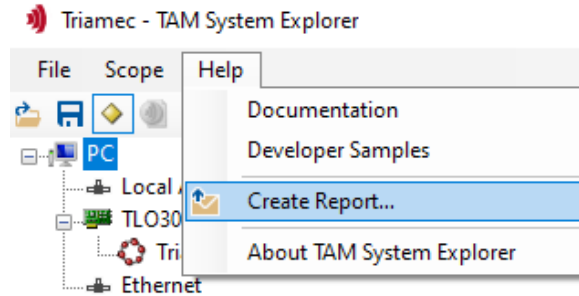
For TSD80-XX, TSD130-XX, TSD350-XX, TSP700-XX: **Before switching off the 24V supply generate an error report with TAM System Explorer**, please see the instructions on the following pages.

Instructions for generating an error report



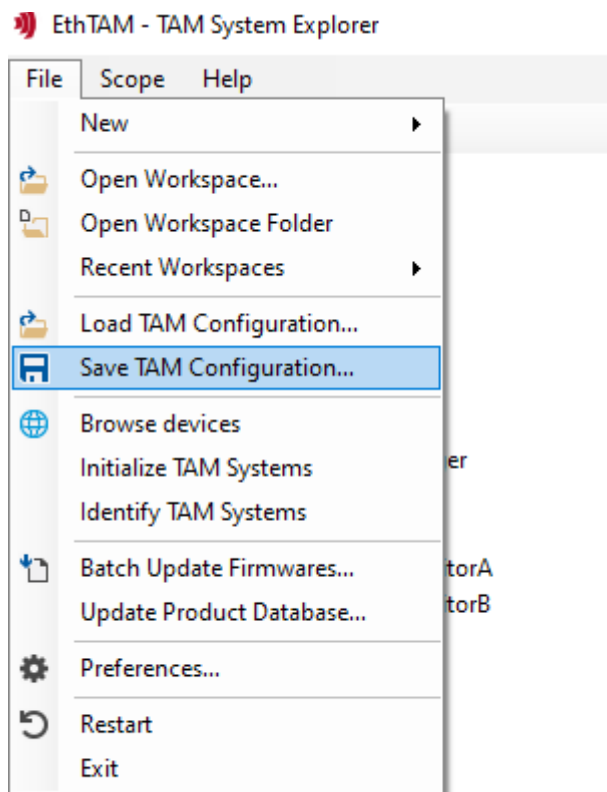
TAM System Explorer 7.16 or newer and Firmware 4.12.10 or newer

(Menu Help→Create Report... see picture below). Send this report to Triamec Motion AG support@triamec.com

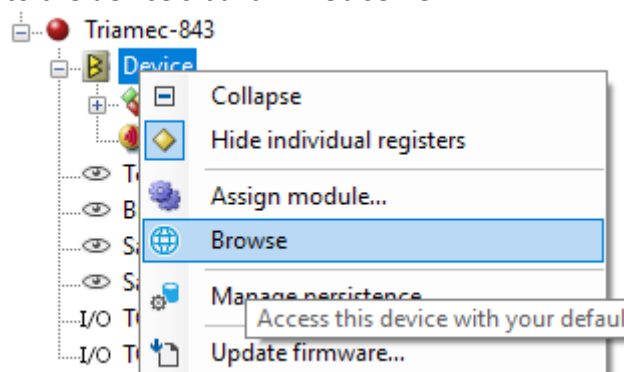


TAM System Explorer older than 7.16. or Firmware older than 4.12.10

1. Save the configuration



2. Use Browse to connect to the device's built-in web server



The page reached should look like this:

```
product = TSD80-10-EH  
revision = 4  
mac = 40d8551c121b  
serial = 843  
Files: directory and transfer to drive
```

3. Click on the directory link and **save all the files with a link.**
(log.txt dump/ax0_event1_100kHz.TAMdmp and so on)

For even older Firmware (no link to directory), or if you don't see the "Browse" context menu in TAM System Explorer

2a. Connect the device over Ethernet to your Computer. Use a Web Browser to navigate to the drive's IP address:

- typically <http://169.254.222.222/dir> in a direct connection PC to servo-drive, or
- the servo-drive's fixed IP address if one has been assigned, or
- the IP address that the router assigned to the drive via DHCP.

3a. save /dir and /log.txt and /log1.txt if they exist.

4. Send all these files to
support@triamec.com

Please make a separate .zip File for every drive that you return.

RE/BL 2021-11-29