

Triamec Merchandise Return Form

Please send one form per defective device to support@triamec.com.
You will then receive a return number for sending the devices to



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Phone: +41 41 747 40 40
support@triamec.com

Your address

ZAZ account: 6064-6

VAT identification number: CHE-114.924.595MWST

Customs **tariff number** ("HS code"):

- for TSD drives 8504.4085
- for TSP drives 8504.4086
- for TL cards 8473.3000
- for input units 8504.4083

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")

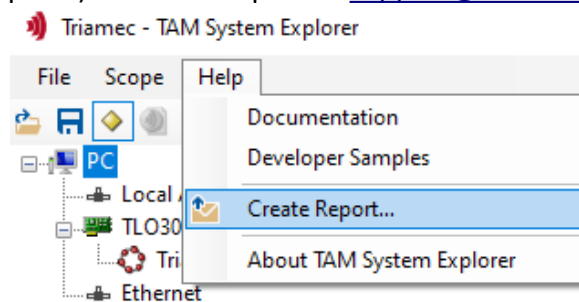
How/when does the failure happen? (start of machine, after x hours, executing a certain move)

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

For TSD and TSP series: **Before switching off the 24V supply, generate an error report with TAM System Explorer**, please see the instructions on the following pages.

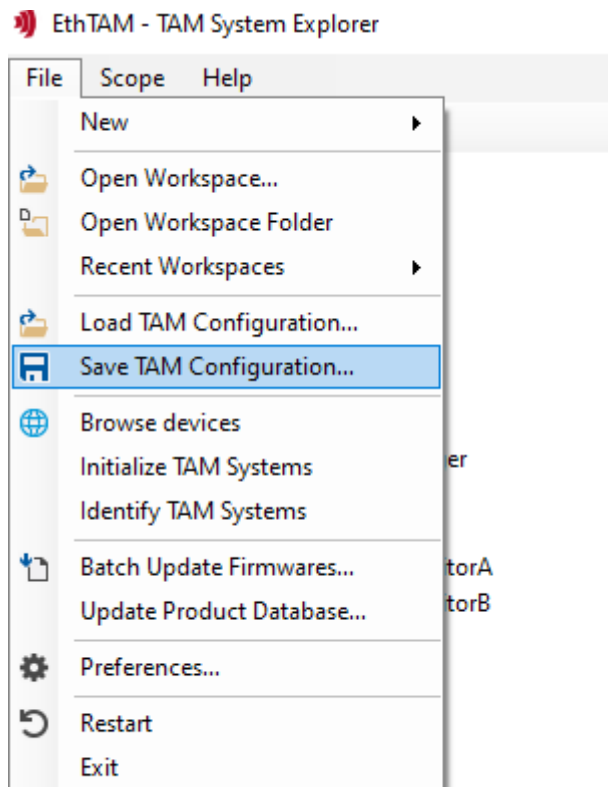
Instructions for generating an error report

TAM System Explorer 7.16 or newer and firmware version 4.12.10 or newer
(Menu “Help” > “Create Report”). Send the report to support@triamec.com

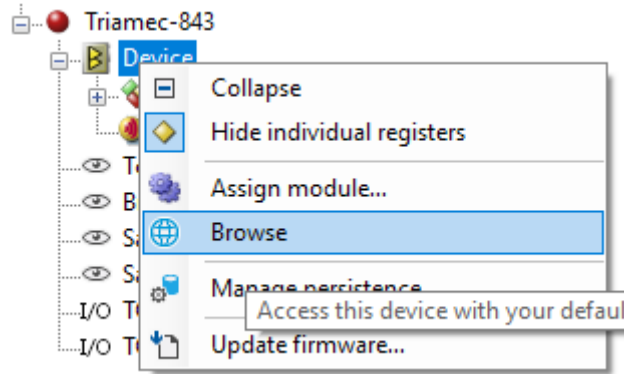


TAM System Explorer older than 7.16. or firmware version older than 4.12.10

1. Save the configuration (.TAMcfg)



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
```

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

For older firmware versions (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.

Save /dir and /log.txt and /log1.txt if they exist.

3. Send **all** files to support@triamec.com. Please make a separate .zip File for every drive that you return.