



# CUSTOMER REPAIR REQUEST FORM

2017.7.26 Ver.3

Name: \_\_\_\_\_

Company \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

If the unit is judged as **unrepairable** after inspection, should it be discarded?  Discard  Return

Was this troubleshooting with Keyence tech support or sales?  NO  YES

**1. Repair Request Type** \_\_\_\_\_ ←Select from pull down menu

**2. Problem Frequency** \_\_\_\_\_

### 3. Item Information

Item ID	Qty.	Serial#

**\*Important**

\*\*\* When you request these items (FD-S/V/U/M, AP-1\*, AP-5\*, GP-M, FU-9, PS-20, EH-910, LV-H\*F, and FL), Please note the #9.

### 4. Symptoms Description (include any Error Codes)

\*\*\*\* For matched pairs add both

### 5. Conditions of Problem

Period of use:  Immediately after connecting  Several days  1 to 2 weeks  1 month  
 2 to 3 months  Half year  1 year or more  other \_\_\_\_\_

Are there other products that display the same symptom?  NO /  YES \_\_\_\_\_ units

### 6. Conditions of Use

Environment (Multi select OK)  Water  Hot Water  Detergent  Air Control room (Clean Booth)  Oil  
 Dust  Mist  Fluid/Debris spray around the machine.  Cleaning agent

Ambient temperature; \_\_\_\_\_ °F

### 7. Additional Information / Complaints (Please provide details)