



**Big Woods Electric Motor Co.**

"Where integrity is a common day practice"

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# Shipping Form

Completion of this form is optional. However, by providing the information requested below you will assist us in the diagnosis and repair of your servo device. As a result, we will be able to provide you with efficient repair service resulting in faster turnaround time for you or your customer.

Evaluate Servo (\$75.00 evaluation fee waved if repaired)

Repair Servo

Contact Information		PO# :		RMA# :	
Company Name:		Phone# :		Ext:	
Contact Name:		Email:			
Address:		City/State/ZIP		/	/
Preferred Shipping Company		Shipper Account #			

## Servo Device Information

Type of Device:	
Mfg.	
Model#	

## Evaluation Questions

### 1. Please check one of the following:

I have included detailed specifications for this device

I don't have specifications for this device, but can locate them and will forward a copy

I don't have and don't know where to find specifications for this device

\*\*\* Please provide copies of any related device specifications such as: pin outs, performance data, etc.

### 2. When the servo failed, I noticed the device: (check all that apply)

Ran rough

Made a whining noise

Got very hot

Was noisy

Smoked

Creeps

Would not home

Ran away

Failed to position correctly

Spun a little, then stopped running

Pulled an excessive amount of current

Seemed to have low torque

Failed at high speeds

Failed at low speed

Would not run at all

Vibrates

### 3. I confirmed this device was bad by: (check all that apply)

Installing a known good device in it's place (problem resolved)

Installing this device in a known good drive/machine (problem resolved)

I was unable to confirm the device was bad by swapping parts

### 4. I have inspected: (check all that apply)

All related wiring harnesses and connectors for shorts/opens

The drive for proper operation/output

The controller for proper operation

The related axis for smooth movement (no binding) over its entire range of movement

### 5. If the failure was intermittent, please answer the following questions.

a. How often does the failure occur? \_\_\_\_\_

b. In the list below, check all of the symptoms that are associated with the intermittent failure:

Excessive heat

Excessive current

Won't position correctly

Low torque

A runaway

Occurs when device is first turned on

Occurs when device has run for a while

Occurs during heavy loads on the device

Not sure/ it just fails intermittently

### Comments / Describe Failure:
