



## HELPDESK

COMEZ works constantly at providing its customers with the best possible service.  
In the event of a machine stoppage, malfunction or any other type of problem our SERVICE TEAM can offer expert assistance.

Please fill in this form with all required information to enable us to diagnose the problem you are experiencing with your machine.

**Send to SALAEXPO COMEZ (e-mail: salaexpo@comez.com – fax +39 0381 698698)**

Our SERVICE TEAM will answer your request promptly.

Company: .....

Country: .....

Contact name: .....

Tel.: .....

e-mail: .....

Machine: .....

Gauge: .....

Serial number of the machine: .....

### **PROBLEMS OCCURRED**

Problem/Malfunction description: .....

.....

.....

.....

External events that may have caused the malfunction (e.g. thunderstorms, voltage drop): .....

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.....

.....

Operations being carried out when the malfunction occurred: .....

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.....

.....

Error appearing on the Controller: .....

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.....

**ACTUATOR ERROR**

Indicate the positions where number "1" appears (function "ACTUATOR ERROR" in the Controller)

Position	WARNING								PROTECT								FAILURE							
	7	6	5	4	3	2	1	0	7	6	5	4	3	2	1	0	7	6	5	4	3	2	1	0
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Serial number of Controller: .....

Serial number of faulty actuator/s: .....

**CONTROLS PERFORMED**

Did you perform any controls after the malfunctioning occurred?

**Machine mechanical timings:** No

Yes  Outcome: .....  
.....  
.....

**Bar adjustments:** No

Yes  Outcome: .....  
.....  
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**Mechanical parts (bearings, etc.):** No

Yes  Outcome: .....  
.....  
.....

**Machine electrical power:** No

Yes  Outcome: .....  
.....  
.....

**Controller electrical power:** No

Yes  Outcome: .....  
.....  
.....

**Actuator electrical power:** No

Yes  Outcome: .....  
.....  
.....

**Electrical wiring (Can-Bus/line):** No

Yes  Outcome: .....  
.....  
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Please send us photos, drawings or videos that can be useful in resolving the malfunction.  
Thank you.