



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)