

## Service Notification: Mechatronic Products

| 1 Service Type                                                                                                                                 |                                    |                                                        |                                         | Desired Measures                           |                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------|-----------------------------------------|--------------------------------------------|------------------------------------------|
| <input type="checkbox"/> Repair                                                                                                                | <input type="checkbox"/> Complaint | <input type="checkbox"/> Return Shipment               | <input type="checkbox"/> Trial Shipment | <input type="checkbox"/> Credit            | <input type="checkbox"/> Service Request |
| 2 SCHUNK-Contact Person                                                                                                                        |                                    |                                                        |                                         |                                            |                                          |
| Name:                                                                                                                                          |                                    | Department:                                            |                                         | Date:                                      | ProCon No.:                              |
| Email:                                                                                                                                         |                                    |                                                        |                                         | Phone:                                     |                                          |
| 3 Customer Information                                                                                                                         |                                    |                                                        |                                         |                                            |                                          |
| Company:                                                                                                                                       |                                    | Customer No.:                                          |                                         |                                            |                                          |
| Street:                                                                                                                                        |                                    | Order No.:                                             |                                         |                                            |                                          |
| ZIP/ City:                                                                                                                                     |                                    | Phone:                                                 |                                         |                                            |                                          |
| Technical Contact Person:                                                                                                                      |                                    | Email :                                                |                                         |                                            |                                          |
| 4 End Customer Information                                                                                                                     |                                    |                                                        |                                         |                                            |                                          |
| Company:                                                                                                                                       |                                    | Customer No.:                                          |                                         |                                            |                                          |
| Street:                                                                                                                                        |                                    | Order No.:                                             |                                         |                                            |                                          |
| ZIP/ City:                                                                                                                                     |                                    | Phone:                                                 |                                         |                                            |                                          |
| Technical Contact Person:                                                                                                                      |                                    | Email :                                                |                                         |                                            |                                          |
| 5 SCHUNK-Products                                                                                                                              |                                    |                                                        |                                         |                                            |                                          |
| Description                                                                                                                                    | Qty.                               | ID                                                     | Serial No.                              | Firmware                                   |                                          |
|                                                                                                                                                |                                    |                                                        |                                         |                                            |                                          |
|                                                                                                                                                |                                    |                                                        |                                         |                                            |                                          |
|                                                                                                                                                |                                    |                                                        |                                         |                                            |                                          |
|                                                                                                                                                |                                    |                                                        |                                         |                                            |                                          |
|                                                                                                                                                |                                    |                                                        |                                         |                                            |                                          |
| 6 Communication & Parametrization                                                                                                              |                                    |                                                        |                                         |                                            |                                          |
| Interface type for actuating the unit?                                                                                                         |                                    |                                                        |                                         |                                            |                                          |
| <input type="checkbox"/> RS 232                                                                                                                |                                    | <input type="checkbox"/> RS232 w/o spontaneous message |                                         | <input type="checkbox"/> CAN-Bus / CANopen |                                          |
| <input type="checkbox"/> Profibus                                                                                                              |                                    | <input type="checkbox"/> AUTO                          |                                         | <input type="checkbox"/> Digital I/O       |                                          |
| Which parametrization and commissioning software & version are used?                                                                           |                                    |                                                        |                                         |                                            |                                          |
| <input type="checkbox"/> Power Cube Demo                                                                                                       |                                    | <input type="checkbox"/> Power Cube                    |                                         | <input type="checkbox"/> MC Demo           |                                          |
| <input type="checkbox"/> MTS (Motion Tool SCHUNK)                                                                                              |                                    | Version:                                               |                                         |                                            |                                          |
| Does the customer use the supplied SCHUNK-USB/RS232 adapter for serial communication? <input type="checkbox"/> YES <input type="checkbox"/> NO |                                    |                                                        |                                         |                                            |                                          |
| Did the customer ever update the firmware? From version:      to version: <input type="checkbox"/> YES <input type="checkbox"/> NO             |                                    |                                                        |                                         |                                            |                                          |
| Save EEPROM record, and send it to the above-mentioned SCHUNK-email address.*      Done: <input type="checkbox"/>                              |                                    |                                                        |                                         |                                            |                                          |

**7 Module Task**

|                                              |                                              |                                                |                                           |
|----------------------------------------------|----------------------------------------------|------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Gripping            | <input type="checkbox"/> Swiveling           | <input type="checkbox"/> Positioning           | <input type="checkbox"/> Constant speed   |
| <input type="checkbox"/> Driving             | <input type="checkbox"/> Insertion operation | <input type="checkbox"/> Measuring             | <input type="checkbox"/> Moving to a stop |
| Moving mass:                                 |                                              |                                                |                                           |
| Cycle time (time & angles/ positions):       |                                              | Completed cycles:                              |                                           |
| <input type="checkbox"/> One-shift operation | <input type="checkbox"/> Two-shift operation | <input type="checkbox"/> Three-shift operation |                                           |

Please describe the task of the SCHUNK-unit:

**8 Technical Details**

|                                                                                                                                          |                                            |                                                                                       |                                 |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------|
| Cross section & length of the logic supply in mm <sup>2</sup> :                                                                          |                                            |                                                                                       |                                 |
| Cross section & length of the power supply line in mm <sup>2</sup> :                                                                     |                                            |                                                                                       |                                 |
| GND of logic and performance is bridged? <input type="checkbox"/> YES                                                                    |                                            | 24V of logic and performance supply is bridged? <input type="checkbox"/> YES          |                                 |
| Measured voltage at the module during the process:                                                                                       |                                            | Logic voltage:                                                                        | Power voltage:                  |
| Are separate power supplies used for logic and power voltage? <input type="checkbox"/> YES <input type="checkbox"/> NO                   |                                            |                                                                                       |                                 |
| Logic power supply: U <sub>max</sub> : I <sub>max</sub> :                                                                                |                                            | Power supply unit: U <sub>max</sub> : I <sub>max</sub> :                              |                                 |
| Are all the bus participants correctly terminated?<br><input type="checkbox"/> YES                                                       |                                            | Is the SCHUNK-unit grounded? <input type="checkbox"/> YES <input type="checkbox"/> NO |                                 |
| Length of the bus cable**:                                                                                                               |                                            | Bus cable type:                                                                       |                                 |
| How many units are connected to the bus system?:                                                                                         |                                            | How many of them are SCHUNK-units?:                                                   |                                 |
| Is the shield of the bus cable connected to ground? <input type="checkbox"/> YES <input type="checkbox"/> NO                             |                                            |                                                                                       |                                 |
| At approximately which ambient temperature in °C is the unit operated?                                                                   |                                            |                                                                                       |                                 |
| Does the SCHUNK-unit always have the same initial situation before referencing? <input type="checkbox"/> YES <input type="checkbox"/> NO |                                            |                                                                                       |                                 |
| Does the unit reference to an external proximity switch? <input type="checkbox"/> YES <input type="checkbox"/> NO                        |                                            |                                                                                       |                                 |
| Is the SCHUNK-unit exposed to dirt? If yes, what type of dirt?                                                                           |                                            |                                                                                       |                                 |
| <input type="checkbox"/> Metal chips                                                                                                     | <input type="checkbox"/> Cooling lubricant | <input type="checkbox"/> Oil                                                          | <input type="checkbox"/> Other: |

**9 Error Description**

|                                                                                     |                                            |                                         |
|-------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> CAN-Bus problems                                           | <input type="checkbox"/> Profibus problems | <input type="checkbox"/> RS232 problems |
| Error information about the SCHUNK-software + extended error message ***:           |                                            |                                         |
| Is the error reproducible? <input type="checkbox"/> Yes <input type="checkbox"/> NO |                                            |                                         |
| How:                                                                                |                                            |                                         |

Please describe the error in detail:

\* = Email address from point 2 (EEPROM data set file). For further assistance, please call: +49-7133-103-2333.  
\*\* = Length of the profibus or CAN bus string of the controller/ repeater to the last participant.  
\*\*\* = The extended error message can be read out via the MTS (Motion Tool SCHUNK).

**Service Gripping Systems:**

Fax: +49-7133-103-2604  
Email: [service.greifsysteme@de.schunk.com](mailto:service.greifsysteme@de.schunk.com)

**Delivery address:**  
**SCHUNK GmbH & Co. KG**  
**Robert-Bosch-Strasse 12**  
**74336 Brackenheim-Hausen**