



MACHINE SERVICE QUESTIONNAIRE

1) GENERAL INFORMATION:

- ◆ Project name / line name or number? _____
- ◆ Machine type(s)? _____
- ◆ Machine number(s)? _____

2) ADDITIONAL INFORMATION - SPARE-PARTS SERVICE:

- ◆ Spare-part number? _____
- ◆ Spare-part name? _____
- ◆ Quantity? _____

3) ADDITIONAL INFORMATION - MACHINE/SPARE-PART DEFECT:

- ◆ What is defective? _____
- ◆ Can the cause be identified? _____
- ◆ Might the fault be caused by an upstream or downstream interlocked machine? _____
- ◆ Might other functions be impaired? _____
- ◆ Is a remote service available (by modem)? _____
- ◆ Are experienced personnel on site? _____
- ◆ Are spare-parts available on site? _____
- ◆ Can short term repairs/installation be conducted during planned production stops? _____

4) ADDITIONAL INFORMATION - INSTALLATION:

- ◆ Is coordination of other line components required? _____
- ◆ Is post installation production monitoring required? _____
- ◆ Is special equipment required, e.g. cranes, fork lifts? _____

