



INCIDENT NOTIFICATION



Sondermaschinenbau GmbH

 1. Please download this form to your computer.

 2. Fill in completely with Adobe Reader (<https://get2.adobe.com/de/reader/>).

 3. Save and send by e-mail to: support@autec-sondermaschinenbau.de

You can reach our support department by phone on weekdays from Monday–Thursday 7:30–15:30 and Friday 7:30–13:00 (CET) at +49 (0) 96 21 - 49 90 - 222.

CONTACT DETAILS

Company*	Street*
Postcode*	City/Country*
Contact person*	Department
Phone*	E-mail*

INFORMATION ABOUT YOUR AUTC SYSTEM

Autec system number*
Location of the system*
More affected system area*
Start of the malfunction*
Brief description*

Appearance	permanently	spontaneously	reproducible
Urgency	preventing operation	obstructing operation	not urgent
Presumed cause*	Mechanics	Electrics	Software

Suspected disturbed component(s)

Previous actions (e. g. conversion, new components)

Troubleshooting attempts

Further references and notes, error messages

Required spare parts

Availability	A technician is required on site	System can be serviced via Teleservice
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Remarks

I am aware that any costs occurring will be charged at the known service rates, unless the troubleshooting is covered by the system warranty.*

I accept the electronic storage of my details and data for the purpose of answering my enquiry in accordance with the privacy policy (www.autec-sondermaschinenbau.de/en/privacy-policy) and also agree that I may be contacted by Autec by e-mail or telephone.*

* Required fields