



# RMA Request Form

Warranty

Trade In

Date

ANCA Part Number

Part Description

Part Serial Number

Machine Serial Number

Machine Hours

*Grinding Spindle hours, found in the 'Hours' status screen.*

*Where machine has more than one spindle then the sum of all spindle hours.*

*Where no 'Hours' status page then from hour meter*

Machine Symptoms

*Machine symptoms which highlighted the issue and may be relevant to the problem.*

*Including where on the machine the part is from.*

  
  
  
  

Error Messages

*Any error messages/codes displayed on the screen & Drives/devices LED displays*

  
  
  

**The Diagnostic dump file is to be emailed to ANCA Branch. (F11 -> Diagnostic Tool)**  
**If Diagnostic Tool is not available on the machine then the error log must be provided.**

When and how often does the problem happen.

*e.g. On first start up, on cold mornings,  
about once a hour, 10 times a week*

  

Environmental influences

*Any environmental influences that may be relevant. e.g temperature, voltage fluctuations.*

  

Did replacement of the part solve the machine problem?

Yes

No

Still to be determined

Machine Use and Condition

*Describe what the machine is being used for. Carbide grinding, Small tools,  
high speed fluting, re-sharpening, etc. Also the condition of machine, coolant.*

  

Have the required machine maintenance routines been preformed  
as per the Machine Users Manual?

Yes

No