

Date :	DD	MM	YYYY

Week no.:	
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Customer	
Machine serial number	Machine family (free text)
Customer contact (name)	
E-mail	
Phone	
Problem description (free text)	
Action taken on site to solve the issue (free text)	

Remote Intervention Form



Current machine state	
Comment (free text)	
First occurrence/recurring fault	
First occurrence	Recurring fault
Ticket number, if available (free text)	
Comment (free text)	
PLC code of the last version available?	
Yes	No

LEGEND/GUIDELINES

1	Date	Indicate the date in which the problem occurred using the drop-down menu.
2	Week	Indicate the week number.
3	Customer	Indicate the plant name.
4	Machine serial number	Indicate the code of the machine in which the problem has occurred.
5	Machine family	Indicate the type of the machine in which the problem has occurred.
6	Customer contact	Indicate the contact person in the customer's plant. This field is mandatory. The contact person should have appropriate skills and authorisation according to the customer's security policy.
7	E-mail	Indicate the e-mail address of the contact person in the customer's plant.
8	Phone	Indicate the phone number of the contact person in the customer's plant.
9	Problem description	Describe the problem, and state the fault number that is displayed on the machine panel, if possible.
10	Action taken on site to solve the issue	Describe all the action done at the customer's in order to solve the issue.
11	Actual machine state	Indicate the state of machine at the time when problem occurred, using the drop-down menu and the free text field.
12	First occurrence/recurring fault	State whether you encountered the problem for the first time or whether it recurs. Use the drop-down menu & free text.
13	Ticket number, if available	Indicate the ticket number, if the problem has recurred (see item 12).
14	PLC code of the last version available?	State whether you have the back up PLC software on hand.