Triamec Merchandise Return Form

Please send one form per defective device to support@triamec.com.
You will then receive a return number for sending the devices to

Triamec Motion AG
Lindenstrasse 16
CH-6340 Baar
Switzerland

Phone: +41 41 747 40 40
Mr. Siegfried Blättler
support@triamec.com

Your address

ZAZ# 6064-6
VAT# CHE-114.924.595MWST

Customs tariff #: for drives 8504.4085, for TL cards 8537.1091,
for power supplies: 8504.8083, country of origin CH

Your Technical contact Name   Phone   Email address

Your Logistics contact Name   Phone   Email address

Triamec Device Type (e.g. TSD80-10-TL-EHNO)   **Triamec S/N**

Description of failure (e.g. Fault Code 6273 Motor Temperature Limit 300.0>70.0)

How/when did the failure happen? (start of machine, after x hours, executing a certain move)

Steps to reproduce (e.g. run the motor at 10A for 40s, enable the axis, cannot be reproduced)

Link to supporting images, videos or documents (files may also be sent to support@triamec.com)
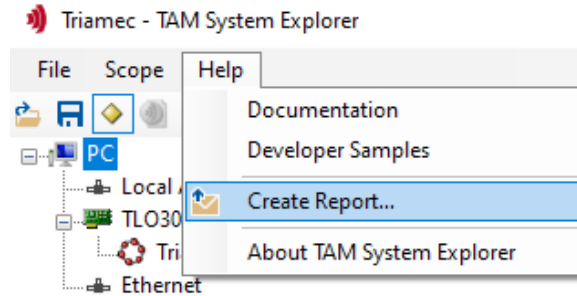
For TSD and TSP series: **Before switching off the 24V supply generate an error report with TAM System Explorer,** please see the instructions on the following pages.
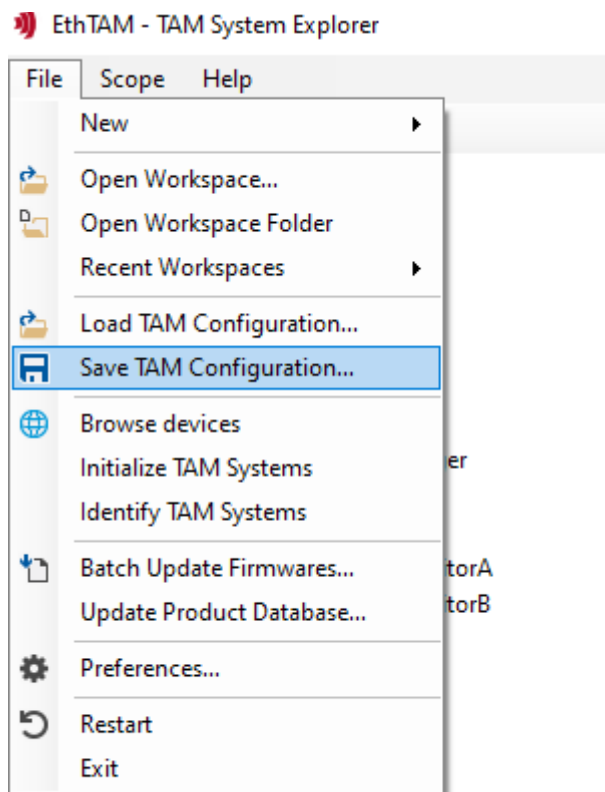
Instructions for generating an error report

TAM System Explorer 7.16 or newer and Firmware 4.12.10 or newer
(Menu Help→Create Report… see picture below). Send this report to Triamec Motion AG
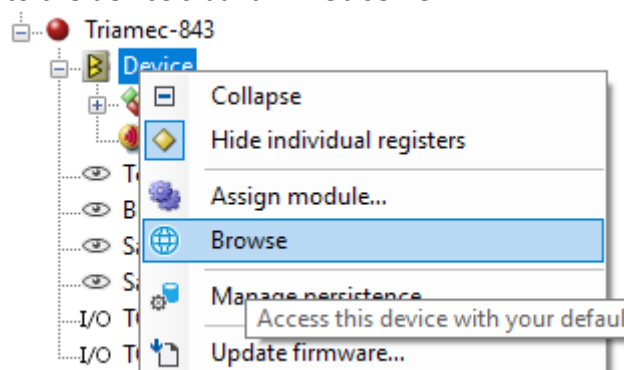support@triamec.com

Triamec - TAM System Explorer

File   Scope   Help

PC

Local
TLO30
Tri
Ethernet

Documentation
Developer Samples
Create Report...
About TAM System Explorer

TAM System Explorer older than 7.16. or Firmware older than 4.12.10

1. Save the configuration

EthTAM - TAM System Explorer

File   Scope   Help

New ▶

Open Workspace...
Open Workspace Folder
Recent Workspaces ▶

Load TAM Configuration...
Save TAM Configuration...

Browse devices
Initialize TAM Systems
Identify TAM Systems

Batch Update Firmwares...
Update Product Database...

Preferences...

Restart

Exit

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2. Use Browse to connect to the device's built-in web server

Triamec-843
Device

Collapse
Hide individual registers
Assign module...
Browse
Manage persistence
Access this device with your defaul
Update firmware...

The page reached should look like this:

```
product = TSD80-10-EH
revision = 4
mac = 40d8551c121b
serial = 843
Files: directory and transfer to drive
```

3. Click on the directory link and **save all the files with a link.**
(log.txt dump/ax0_event1_100kHz.TAMdmp and so on)

For even older Firmware (no link to directory), or if you don't see the "Browse" context menu in TAM System Explorer

2a. Connect the device over Ethernet to your Computer. Use a Web Browser to navigate to the drive's IP address:
- typically http://169.254.222.222/dir in a direct connection PC to servo-drive, or
- the servo-drive's fixed IP address if one has been assigned, or
- the IP address that the router assigned to the drive via DHCP.

3a. save /dir and /log.txt and /log1.txt if they exist.

4. Send all these files to
support@triamec.com

Please make a separate .zip File for every drive that you return.

RE/BL 2021-11-29