

TEL +81-59-237-4730, FAX +81-59-237-4697

*If you purchased our gearbox through a third party (machine manufacturer or distributer), please contact the third party directly about investigation.

Gearbox Investigation Request Form

Thank you very much for using our gearboxes. We offer an investigation service to resolve our customer's problem. If you would like to request the service, please fill out the application below and a Trouble & Failure Report and contact us. We will make a quotation according to your request.

*We take great care t to ensure quality of our products, but if the failure is found to be our defect, we will resolve the problem free of charge.

		-		-		
Company Name						
Dept. Name / Name						
	Zip code					
	TEL	FAX		E-mail		
E-mail						
1. Application (Ma	chine Name, Place	to use)	Sketch of	machine installation		
2. Gearbox Model						
3. Gearbox Serial						
4. Order Number						
5. Starting Date	/ /	/				
6. Problem Occurri	ng Date/	/				
7. Operating Hours						
8. Problem, Situat	ion and Background					
Regarding pr	oblem, situation	and back	ground, p	lease fill out the space		
below or attached Trouble and Failure Report to the best of your knowledge.						
9. Request for our investigation						
·	reasons and requ					
			requireme	ents for this investigation,		
prease fr	II out the space	perow.				
(2) Due date	e for investigati	on report	•	/ /		
(3) Action for the returned gearbox						
☐ Return the gearbox in reassembled condition.						
☐ Return the gearbox in disassembled condition.						
☐ Scrap the gearbox at NTS (no need to return)						
)		



Trouble and Failure Report (Torque Problem)

With this trouble and failure report, we can identify the cause precisely or provide support more adequately. Please fill out this form to the best of your knowledge.

Question.1 Could you please define the problem?	
① High running torque ② Irregular running torque	
③ Gearbox locks. ④ Other ()
Question.2 When did the failure occur?	
① From the beginning ② After some period of time ③ Unknown	
Question.3 If you answered the Question2 with ②, did you change condition of use?	
()
Question.4 Did it occur all the time or under certain condition?	
① All the time ② Under certain condition ③ Unknown	
Question.5 If you answered Question.4 with $②$, what kind of condition was it?	
① At a certaion position ()
② When starting	
③ When a certain load is applied (Around torque Nm, Main bearing moment Nm)	
4 At high speed (Input rpm or Output rpm)	
⑤ At low speed (Input rpm or Output rpm)	
6 At low ambient temperatures (At degrees C, At degrees F)	
① Other ()
Question.6 If you noticed anything else, please inform us.	
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