

※If you purchased our gearbox through a third party (machine manufacturer or distributor), 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 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 | | | |
| Address | Zip code | | |
| TEL / FAX E-mail | TEL | FAX | E-mail |

1. Application (Machine Name, Place to use)

2. Gearbox Model _____
3. Gearbox Serial _____
4. Order Number _____
5. Starting Date _____ / _____ / _____
6. Problem Occurring Date _____ / _____ / _____
7. Operating Hours _____

Sketch of machine installation

8. Problem, Situation and Background

Regarding problem, situation and background, please fill out the space below or attached Trouble and Failure Report to the best of your knowledge.

9. Request for our investigation

- (1) Special reasons and requirements

If you have any special reasons or requirements for this investigation, please fill out the space below.

- (2) Due date for investigation 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)
- (_____)

