

Error report

Customer		
Client no.		
Company / Institution		
Contact		
Street		
Post code / City		
phone		fax
email		www
Business hours		

Device		
Type / model name		
Serial no.		
Location		
Delivery date		Dealer

Exact description of the problem
Please pay attention to the indication for trouble shooting on the second page

Necessary actions
<input type="checkbox"/> No, the problem could be solved on the phone
<input type="checkbox"/> Sending spare parts
<input type="checkbox"/> Service technician will be instructed

Urgency	<input type="checkbox"/> high	<input type="checkbox"/> with the next opportunity	<input type="checkbox"/> until
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Comments

Confirmation and signature of the customer
Herewith I confirm the information listed at the top and instruct h/p/cosmos with the execution of the necessary actions.

place, date, signature and stamp

h/p/cosmos
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Indication for trouble shooting

- For safety reasons the machine should not be operated anymore on suspicion of a technical defect.
- Should you eliminate an interference by yourself (pay attention to the legal directions), please inform h/p/cosmos about it, so that we can registrate the error in the file of the device and take the appropriate measures.
- For safety reasons switch off the device before taking action and pull the power plug!

1. Check whether the current supply is all right for the device, while you test as a trial another electric device in the socket for the device.
2. **Do not use any distribution boxes or extension cable**, but connect the device directly to the wall socket.
3. Check if the emergency stop has been pulled (also extern) and the main switch of the main fuse is on.
4. Are there possible safety light barriers activated because of dirt or other reasons?
 yes no
5. Is the rehab-stop activated? yes no
6. In case you hear noises like knocking or rattling during the training please check if the machine has a firm stand and exactly follow the advice in the chapter "Mechanical Installation" in the manual.
7. When and how often has the error occurred?

8. Which other devices have been in operation at the same time?

9. Write down the exact indication of all displays after the error had been detected

SPEED

TIME

INDEX ENERGY POWER

DISTANCE

ELEVATION PROGRAM

HEART RATE SEX AGE WEIGHT

10. After the error had been detected, was it possible to immediately start the device again with the "START" key or did it have to be switched off with the "OFF" key first?
