

Client data			
Client no.			
Company / organisation			
Contact person			
Street			
Post code / city			
Telephone		Fax	
E-mail		www	
Business hours			

Product data			
Device type / model			
Serial number			
Location			
Date of delivery		Dealer	

Exact description of the malfunction and error codes
Pay attention to the „Trouble shooting notice“ at the following page.

Required actions
<input type="checkbox"/> None, problem had been solved via telephone <input type="checkbox"/> Send spare parts <input type="checkbox"/> Send service technician

Urgency	<input type="checkbox"/> high <input type="checkbox"/> at next chance <input type="checkbox"/> deadline
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Comment

Customer confirmation and signature
Herewith I confirm the information given above and order h/p/cosmos to carry out the necessary service.

Place, date, signature, stamp



Tips for troubleshooting

- For safety reasons the machine must not be operated anymore and must be secured from any access in case of any suspicion of a technical defect.
- In case of eliminating an interference by the customer, inform h/p/cosmos about the details, so h/p/cosmos can register the error in the file of the device.
- For safety reasons switch off the device and pull the power plug before taking any action.

- Examine the power supply of the device, try to connect another device to the wall socket for the machine.
- **Distributor boxes or extension cables must not be used.** The machine must be connected directly with a separate wall socket, otherwise malfunctions are inevitable!
- Check if the emergency-stop-button (maybe "extern" as well) is pulled, and if the main switch (safety) is switched on?
- Check if maybe safety-light-barriers are activated by dust or impurity?
 yes no
- Check if a safety-stop-button is activated?
 yes no
- In case noises like knocking or rattling during the training can be heard, check the firm stand of the machine (take care of levelling sockets) and follow the instructions in the manual: „Assembly and installation“.
- When and how often has the error occurred?

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

- Note down the exact indication of all the displays after the error has been detected!

SPEED

TIME

INDEX
ENERGY POWER

DISTANCE

ELEVATION
PROGRAM

HEART RATE
SEX AGE WEIGHT

- After the error has 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 key "OFF" first?
