

Please fill out form and email to tech-support@pharmaker.com with the best information available at the time. If a question does not apply to the problem, indicate with a N/A in the blanks.

Customer Contact Information	
Company Name:	
Contact Name:	
Email:	Phone Number:

Machine Information
Model Number:
Serial Number:
Date of Manufacture:

Machine Symptoms	
Abnormal Noise?	
Parts or Area sound comes from:	
Metal Shaving?	
Location of metal shavings	
Abnormal vibrations or shaking?	
Errors on HMI screen?	
Error Message:	
Voltage used for the machine:	
What is the PSI/MPA value of the compressed air going to the machine?	
Are the breakers within the machine at the ON position?	
At what phase of production did the problem occur?	
Are machine parts visibly broken or bent?	
Did the fuses on the machine complete the circuit?	

