

Malfunction report / Troubleshooting guide

Dear valued customer,

Please assist us to improve our product and increase your satisfaction.

In case of a malfunction of your EcoDrive or PicoDrive system, please provide the following information. See page 2 to assist you to find this data. The sight of a data plate you find on page 3.

EcoDrive

PicoDrive

1. control box type
2. current software.....
3. hardware description.....
4. serial number.....
5. production date.....
6. date of purchase.....
7. scope of supply.....
.....
.....
8. machine model number.....
9. programmed machine class (according to parameter 799).....
10. description of problem.....
.....
.....
11. What were you doing before the malfunction occurred?.....
.....
.....



miscellaneous (machine attachments, further observations).....
.....
.....

Where to find date

To 1. Control box type:

Please see display during “power up”

PicoTop, BDF S1, Mini display in control box: first display message during power up

BDF S2, S3, Eco Top: after message “BTL 1.x ready”

On data plate following “SW” (EcoDrive) or “type” (PicoDrive). Data plate is on bottom of control box.

To 2. Current software:

Please see display during “power up”

PicoTop, BDF S1, Mini display in control box: second display message during power up

BDF S2, S3 Eco Top: bottom line (Pfaff systems), in the right part of the upper line (other than Pfaff)

To 3. Hardware description:

On data plate following “HW” (EcoDrive), following “SW+HW” (PicoDrive).

To 4. Serial number:

On data plate, i.e. SN: 1234567

To 5. Production date:

To the right of the serial number, consisting of 4 digits, indication production month and year

I.e. 1105 - produced in November, 2005

To 9. Machine class (799)

Only accessible via programming level “C”. Please see part 2 of your instructions manual on how to access this level.

Back to fax no.:

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