

Place:	Serial ID:	2X6.199012	Request Number:	318807
PM Machines 5451 Commercial Drive Huntington Beach, CA 92649 US	Priority:	Other	Request Type:	Service
			Request Class:	Billable Service
			Purchase Order:	1454

Problem Description: NEED MACHINE RELOCATION DEVICE PASSWORD INSTALLED
MILLAC 852VII 199012

Name	Phone	Ext	Email
Skyler Hoar	(657) 699-9671		skyler.hoar@icloud.com

Notes:

Date	Name	Description
5/1/2023	SMAURER	CUSTOMER EMAILED DOCUMENTS TO REQUEST RELOCATION DEVICE FOR MILLAC 852 VII 2X6.199012. CAS-116135-F2J0J5 SUBMITTED TO OKUMA FOR CONSIDERATION
5/25/2023	ATIEFENTHALER	5-25-2023 - ARRIVED AT CUSTOMER. CUSTOMER HAD QUESTION ABOUT THE TAPS ON THE TRANSFORMER. ASSISTED THEM WITH SETTING TAPS FOR 208 IN AND OUT. POWERED UP MACHINE AND WHEN PROMPTED FOR THE PASSWORD I INPUTTED IT. AS SOON AS I HIT ENTER I RECEIVED A "742 ALARM-P RELOCATION DETECTION ERROR 8 'PWDCHK'". CONTACTED OKUMA AND FOUND OUT THE PASSWORD EXPIRED EARLY THIS MORNING BECAUSE IT WAS ISSUED ON THE 11TH OF MAY IN THE EARLY MORNING AND TIME IS ALSO A FACTOR. REQUESTED A NEW PASSWORD. ONCE WE RECEIVE IT WE WILL RETURN TO INPUT AND GET THE MACHINE ONLINE. 5-26-2023 - RECEIVED NEW RELOCATION DEVICE PASSWORD FROM OKUMA EARLY THIS MORNING. POWERED UP MACHINE. INPUTTED THE PASSWORK AND CONFIRMED CONTROL WOULD POWER UP. CYCLED POWER AGAIN TO MAKE SURE THE MACHINE WOULD FULLY BOOT UP AGAIN AND IT DID. WORKED WITH THE CUSTOMERS TECH TO CHECK FULL POWER UP OUT OF E-STOP AND WITH AIR SUPPLIED. MACHINE FULLY POWERS UP AND IS GOOD TO GO. TURNED MACHINE OVER TO CUSTOMER.

Tasks:

Labor Start	Description	Name
5/26/2023	NEED MACHINE RELOCATION DEVICE PASSWORD MILLAC 852VII 199012	Tiefenthaler Axel
5/26/2023	NEED MACHINE RELOCATION DEVICE PASSWORD MILLAC 852VII 199012	Tiefenthaler Axel

Do not pay from the Service Work Summary, invoice to follow.

Your satisfaction with our service is important to us. Please send any feedback to us at servicefeedback@gosiger.com

Terms and Conditions:

For a copy of Gosiger Inc. Terms and Conditions including our Return Policy, Electrical & Mechanical Exchange Policy please reference:

<http://www.gosiger.com/service-and-support/termsandconditions.pdf>

For a copy of Gosiger Inc. Warranty Information please reference:

<http://www.gosiger.com/service-and-support/warrantyinfo.pdf>