

# PALOMAT® SUPPORT FORM

Please fill out all the steps and send an email to:  
[support@palomat.com](mailto:support@palomat.com)

Serial No.: \_\_\_\_\_

Dealer: \_\_\_\_\_

Costumer: \_\_\_\_\_


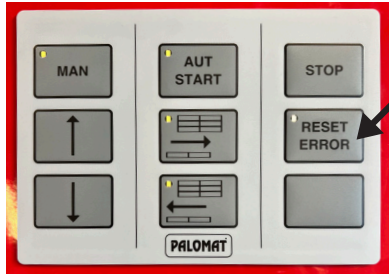
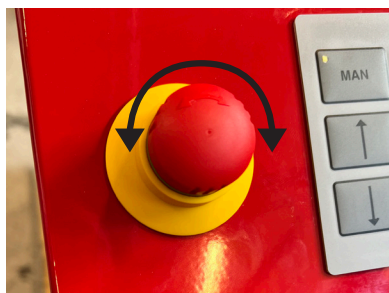
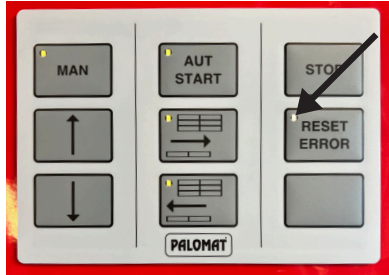
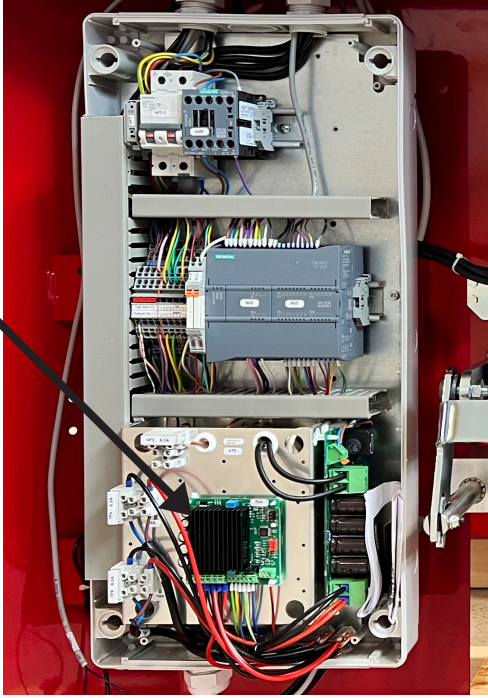
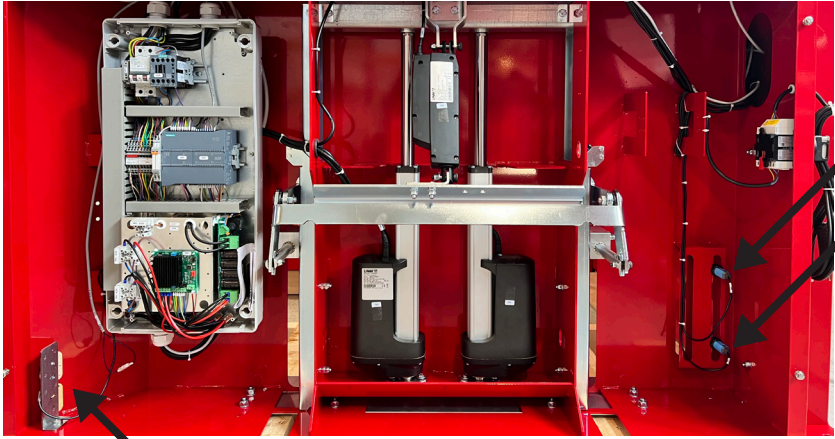
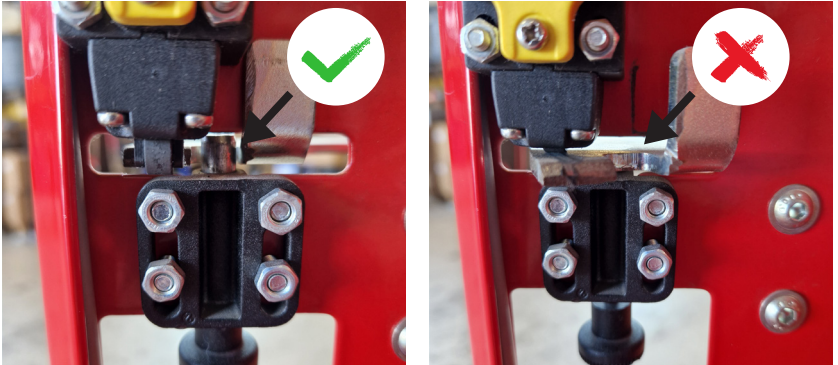
		Illustration									
<p><b>Have you tried to unplug and plug in the power to the PALOMAT®?</b></p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>						
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										
<p><b>Have you tried to reset the PALOMAT®?</b> (In manual mode (MAN). Hold down "Reset Error" for 10 seconds)</p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>						
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										
<p><b>Have you checked the emergency-stop is not activated?</b> To reset the emergency-stop, turn the button clockwise or anti-clockwise.</p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>						
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										
<p><b>Does the PALOMAT® work in manuel?</b></p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>						
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										
<p><b>Does the "Reset Error" button blink?</b> See section 7.2 in the user manual. <b>How many blue blinks?</b></p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <th colspan="2">How many?</th> </tr> <tr> <td colspan="2"> </td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>	How many?					
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										
How many?											

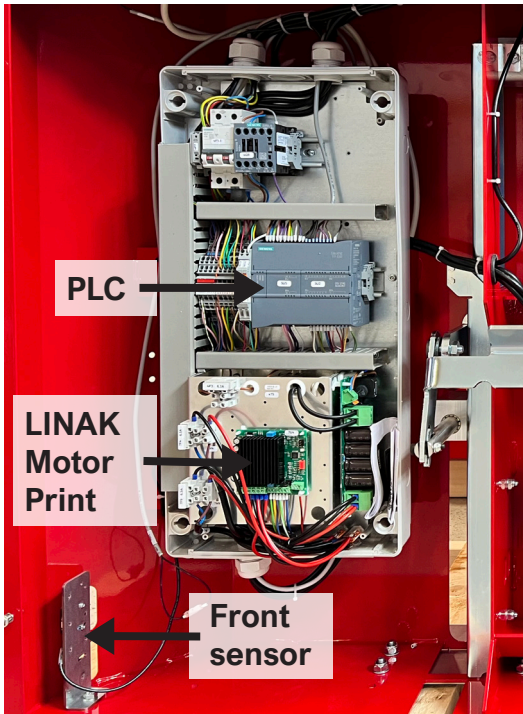
		Illustration									
<p>If there is between 4-9 blue flashes, remove the outer right panel from the PALOMAT®, and access the electronics box. If the green Linak motor-print is blinking red, how many blinks? See appendix 11 in the user manual.</p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <th colspan="2">How many?</th> </tr> <tr> <td colspan="2" style="height: 100px;"></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>	How many?					
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										
How many?											
<p>Have you checked and cleaned dust and dirt on, and around the sensors in the front and back of the PALOMAT®?</p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>						
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										
<p>Have you checked the safety gate is closed all the way?</p>	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>						
Yes	No										
<input type="checkbox"/>	<input type="checkbox"/>										

**In your email reply:**

1. Attach this document filled out
2. Describe in detail when the error happens. Step by step
3. Attach a video (max. 25 MB) of the error being provoked from this angle:

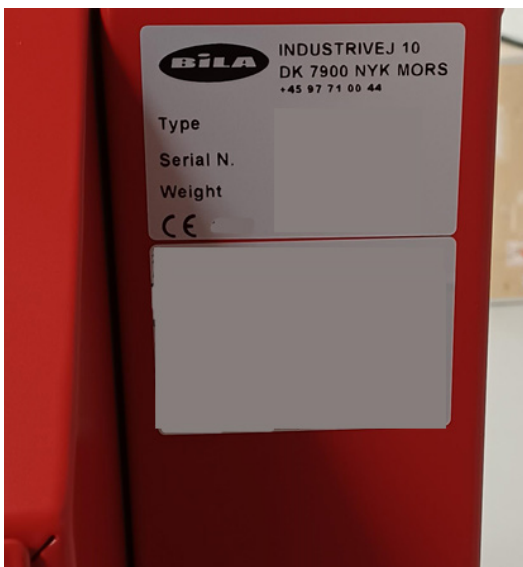
**Pallet material:**

Wood	<input type="checkbox"/>
Metal	<input type="checkbox"/>
Plastic	<input type="checkbox"/>



**Describe the error:**

4. Attach a photo of the grey type-label on the back of the machine:



**Describe the machine's error and damage history:**