

Service Request – Failure Reporting Form

Thank you for contacting our Customer Service team. To start the service request process, please fill out the applicable fields and tick the applicable boxes.

☐ **MBE system**

☐ **MBE component**

☐ **Spare parts**

☐ **MBE process consultation**

Requestor and device information

1. Requesting person

Name of operator

Name of lab responsible

Email

Telephone number

Date

2. Location

Lab name / department

System name / sub-chamber

Address

.....

3. Device details

Product code

Serial number

MBE project number

Delivery date

Failure Details

4. Date and time

First occurrence of error

Running time

5. Symptom description

Details of fault

Electrical details (resistances across pins)

MBE Process details (temperature/ramps/water cooling state, LN2 cooling state)

Process medium of the device (e.g. evaporant, gases)

6. Error messages

VISU messages

Process software messages

7. Frequency and impact

Frequency of fault.....

Impact on other devices/processes? yes no

Linked to other service cases?

Steps taken

8. Actions attempted

Attempts to resolve error? yes no

Expectation and actual result

Supporting documentation

9. Pictures of fault (use Adobe Acrobat Reader to upload pictures and save the file)

Please return the completed form to service@mbe-komponenten.de
Your service request will be reviewed by our service team and tracked by a service request number (SRN).