# Field Service Report

Complete before leaving site; return within 24 hours

## A Intake

| | |
|---|---|
| **A01 Ticket ID** | |
| **A02 Reported at** | |
| **A03 Customer & site** | |
| **A05 Robot model** | |
| **A06 Robot serial number** | |
| **A08 Firmware / software version** | |
| **A11 Severity** | |
| **A12 Symptom (customer words)** | |
| **A14 Fault codes** | |
| **A15 Log bundle** | |
| **A17 On-site approval** | |

## B On-site

| | |
|---|---|
| **B01 Field technician** | |
| **B02 Arrived at** | |
| **B03 Lockout / battery isolation** | |
| **B06 Diagnosis** | |
| **B07 Failed unit code** | |
| **B08 Failure mode** | |
| **B09 Actions taken** | |
| **B10 Part removed** | |
| **B11 Part installed** | |
| **B12 Firmware after** | |
| **B13 Function test** | |
| **B14 Labour time** | |
| **B15 Restored at** | |
| **B17 Root cause class** | |
| **B18 Data note** | |

# Failed-Part Tag & RMA Request

One per failed part, on the bag and on the box

## Failed-part tag

| | |
|---|---|
| **C01 RMA number** | |
| **C02 Linked ticket** | |
| **C03 Part no. / serial / lot / date code** | |
| **B07 Failed unit code** | |
| **B08 Failure mode** | |
| **C04 Disposition code** | |
| **C07 FA required** | |
| **C08 Battery & condition** | |
| **C09 Storage & data handling** | |
| **C10 Quarantine location** | |

**Battery:** unknown condition = damaged; never by air. Do not pack damaged batteries with other parts.
**Storage:** wipe before shipping, or record written customer consent.

## RMA request

| | |
|---|---|
| **C05 Disposition reason** | |
| **C06 Decided by** | |
| **C11 Batch & mode** | |
| **C12 Tracking / B/L no.** | |
| **C13 Export declaration ref.** | |
| **C14 HS code** | |
| **C15 Value & currency** | |

## Disposition guide

Ask the five questions in order

| | |
|---|---|
| 1 | Battery, or burn, water or crash damage? Quarantine first. Batteries: send the data, recycle the battery locally; if the maker needs it, ground or ocean only, never by air. |
| 2 | Can a field-replaceable unit restore operation? Yes: D1, D2 or D3. No: D4. |
| 3 | Does the maker need failure analysis? Yes: D2. |
| 4 | Is the part worth shipping? No: D3. Valuable and repairable: authorized local repair or D2. |
| 5 | Still unclear: D5 (14-day timeout). |

### Disposition codes

| Code | When | Failed part goes |
|---|---|---|
| D1 Repaired on site | Restored by adjustment, remapping, cleaning or consumables; no valuable part removed | No failed part |
| D2 Swap + return for FA | New failure mode, suspected lot issue, safety-related, or the claim needs the part | Quarantine, then batch or expedite to the factory |
| D3 Swap + local disposal | Known failure mode and the part is worth less than shipping it; default for damaged batteries | Scrap, recycle or authorized local repair; keep records |
| D4 Whole robot to factory | Bent frame, sealed joint module, factory-jig calibration, bricked bootloader | Export for repair |
| D5 Awaiting OEM decision | The rules do not decide | Quarantine with a 14-day reminder |

### Feedback (maker's quality team)

| | |
|---|---|
| **D01 Received at factory** | |
| **D02 FA result** | |
| **D03 Root cause** | |
| **D04 Corrective action / ECN** | |
| **D05 Manual / fault tree update** | |
| **D06 Repeat within 30 days** | |
| **D08 Closed at** | |